# Digital Signage CDMS

## User Manual V1.0

* The information contained in this document is subject to change without notice.

**Revision History**

| Revision | Revision Date | Principle Changes |
|---|---|---|
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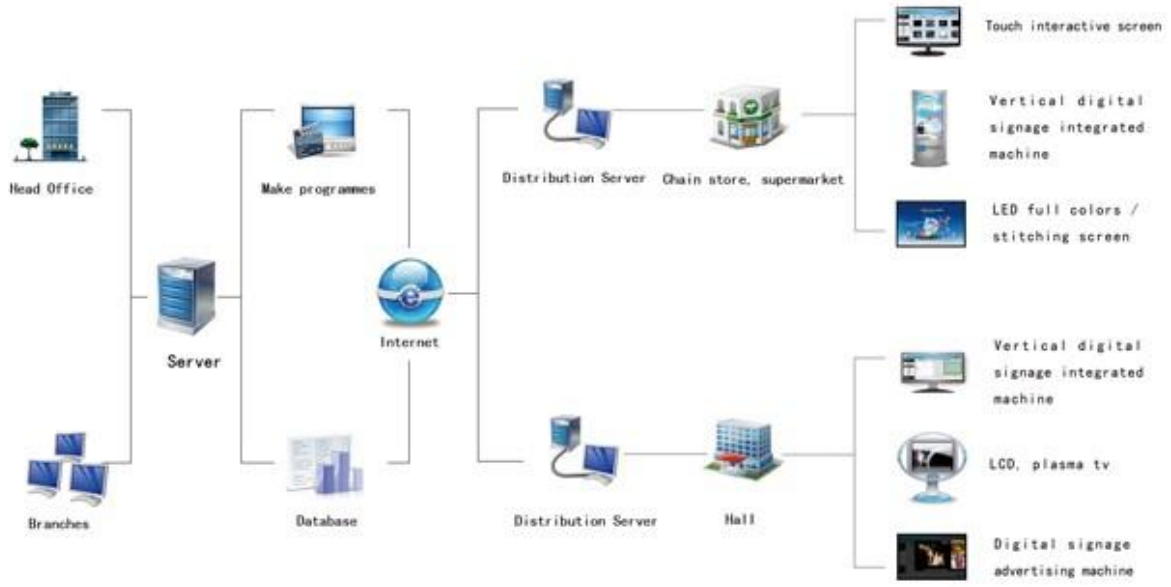
# Chapter 1 Overview

## What is Digital Signage CDMS?

Digital signage is a form of electronic display that shows television programming, menus, information, advertising and other messages. Digital signs (such as LCD, LED, plasma displays, or projected images) can be found in public and private environments, such as retail stores, hotels, restaurants and corporate buildings.




Signway Digital Signage CDMS is a software that can help you create, schedule and deliver contents to any of your digital signs scattered anywhere, as well as manage your digital signage network over internet. It will be an ideal solution for your advertising or information publication.

## Advanced Features

- Media management feature helps you manage your media files efficiently.
- Presentation layout can be customized as you want.
- Easy-to-use interfaces and WYSIWYG operations allow you to create programs just as you thought.
- Programs published to players are to be played back in your specific mode and at your specific time.
- Real-time player management feature puts you in full control of your players across network whereas they are located.
- You can control each user's access with different permissions.
- System logs will report to you the detailed operations of users and players.

# Chapter 2 Installation and Access

Digital Signage CDMS is installed on the server platform functioning as a management system of the whole digital signage network.

## System Requirements

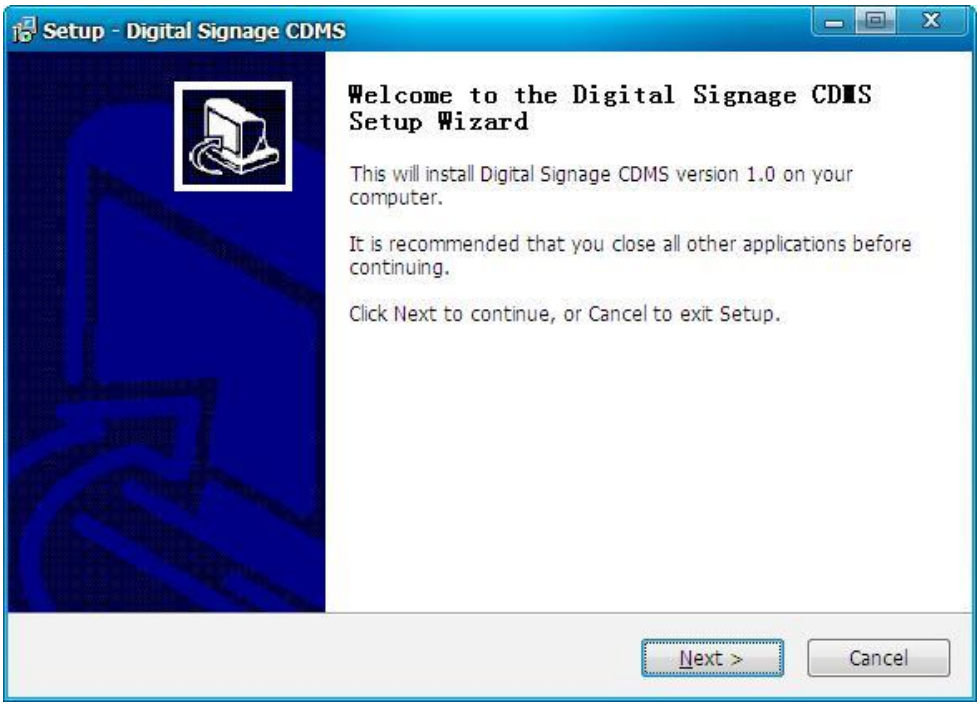
**The following server configurations are recommended:**
CPU: 2GHz or higher
Memory: 2G or more
HDD: No less than 500G of free disk space
OS: Windows 2003 Server

## System Installation

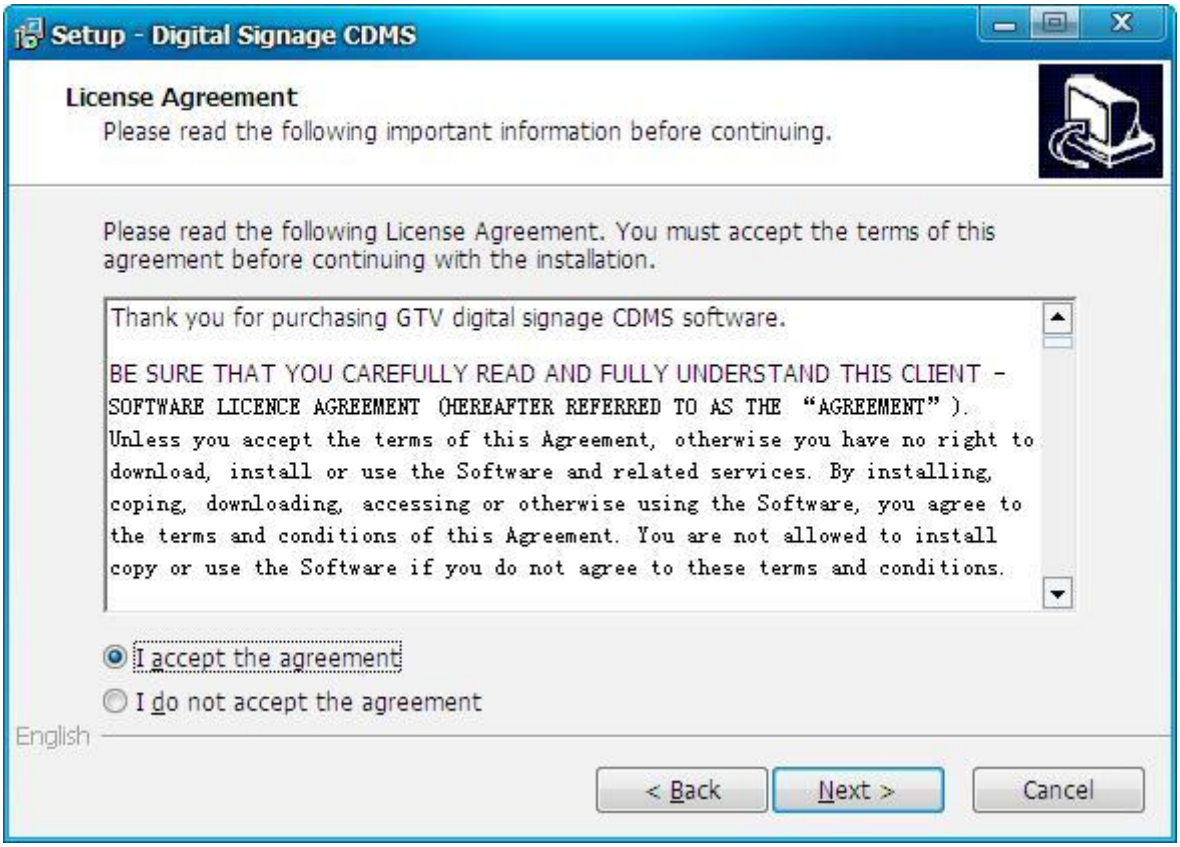
Double click on **Setup.exe** to start the installation and follow wizards to complete the process.

1 First select your preferred interface language and click **OK**.

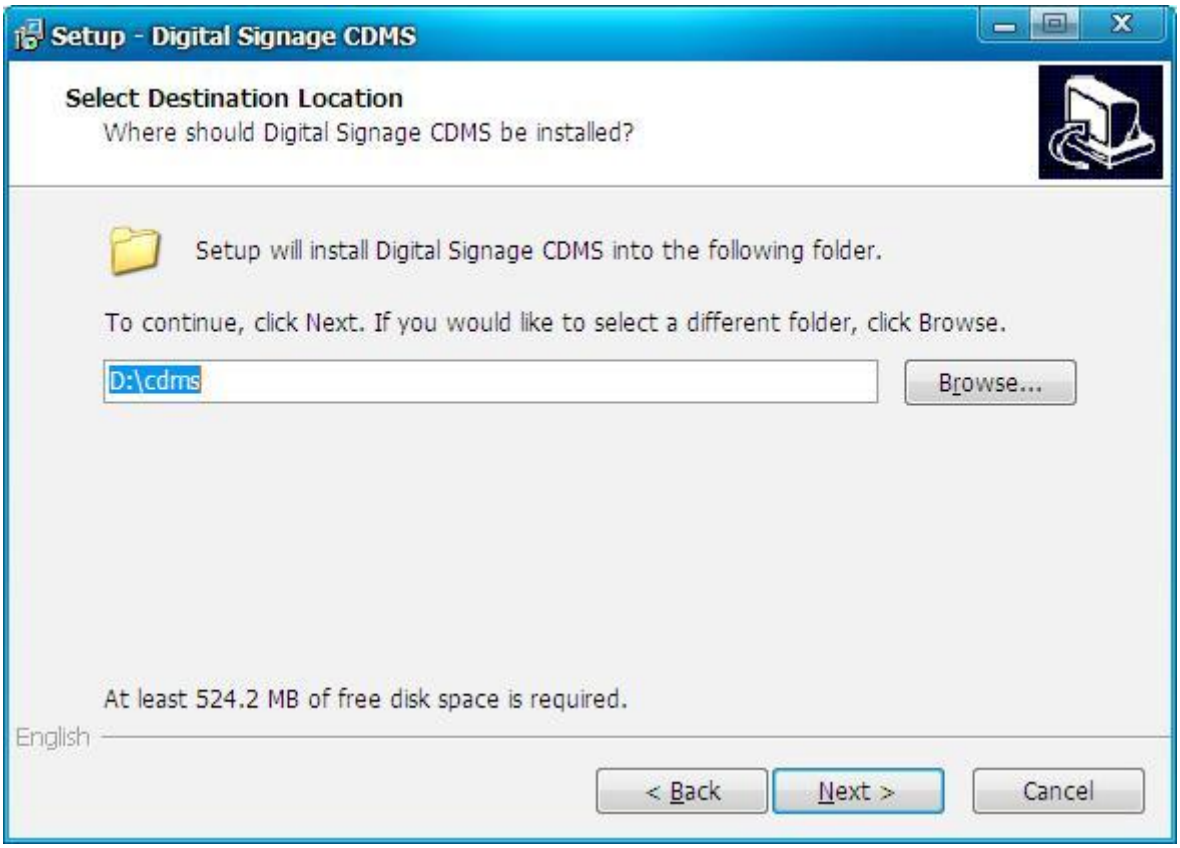
2 Click **Next** to continue.


Setup - Digital Signage CDMS
Welcome to the Digital Signage CDMS Setup Wizard
This will install Digital Signage CDMS version 1.0 on your computer.
It is recommended that you close all other applications before continuing.
Click Next to continue, or Cancel to exit Setup.
Next >
Cancel

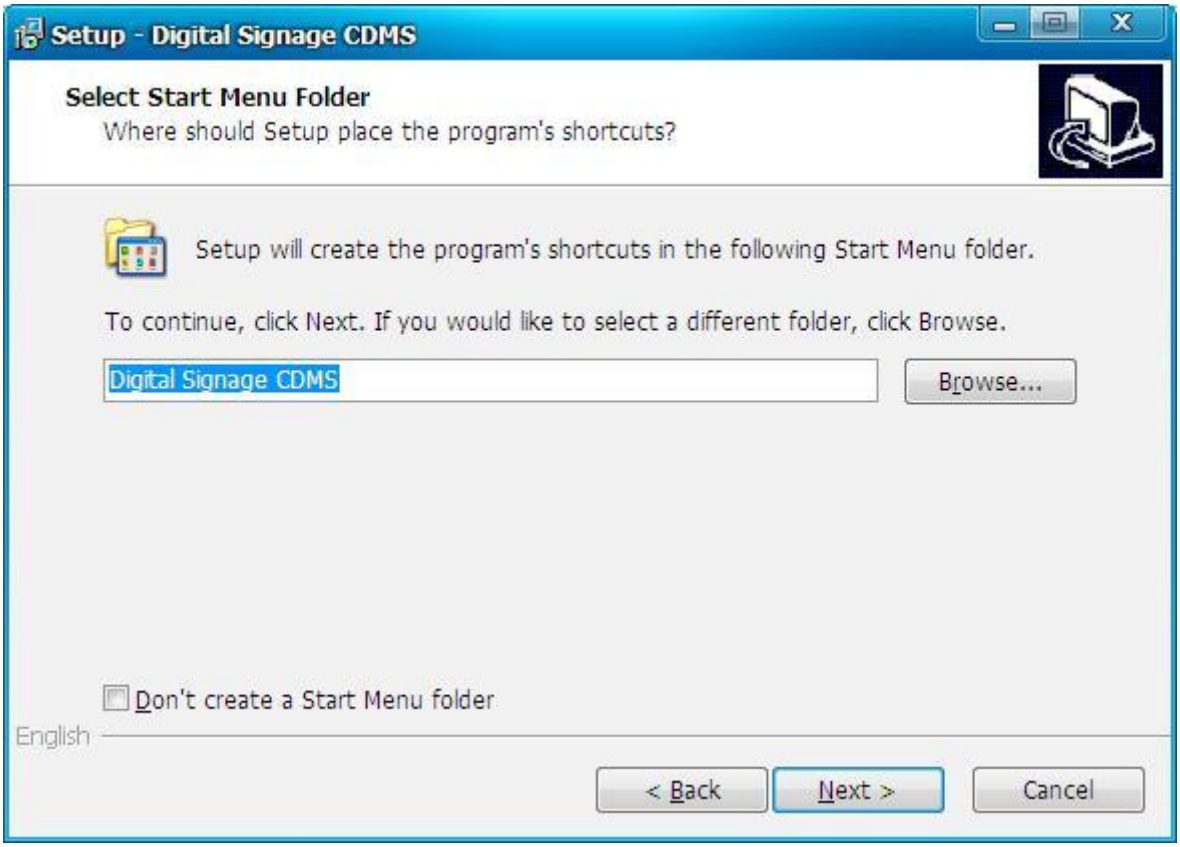
3 Choose **I accept the agreement** and then click **Next** to continue.


Setup - Digital Signage CDMS
License Agreement
Please read the following important information before continuing.
Please read the following License Agreement. You must accept the terms of this agreement before continuing with the installation.
Thank you for purchasing GTV digital signage CDMS software.
BE SURE THAT YOU CAREFULLY READ AND FULLY UNDERSTAND THIS CLIENT - SOFTWARE LICENCE AGREEMENT (HEREAFTER REFERRED TO AS THE "AGREEMENT"). Unless you accept the terms of this Agreement, otherwise you have no right to download, install or use the Software and related services. By installing, coping, downloading, accessing or otherwise using the Software, you agree to the terms and conditions of this Agreement. You are not allowed to install copy or use the Software if you do not agree to these terms and conditions.
I accept the agreement
I do not accept the agreement
English
< Back
Next >
Cancel

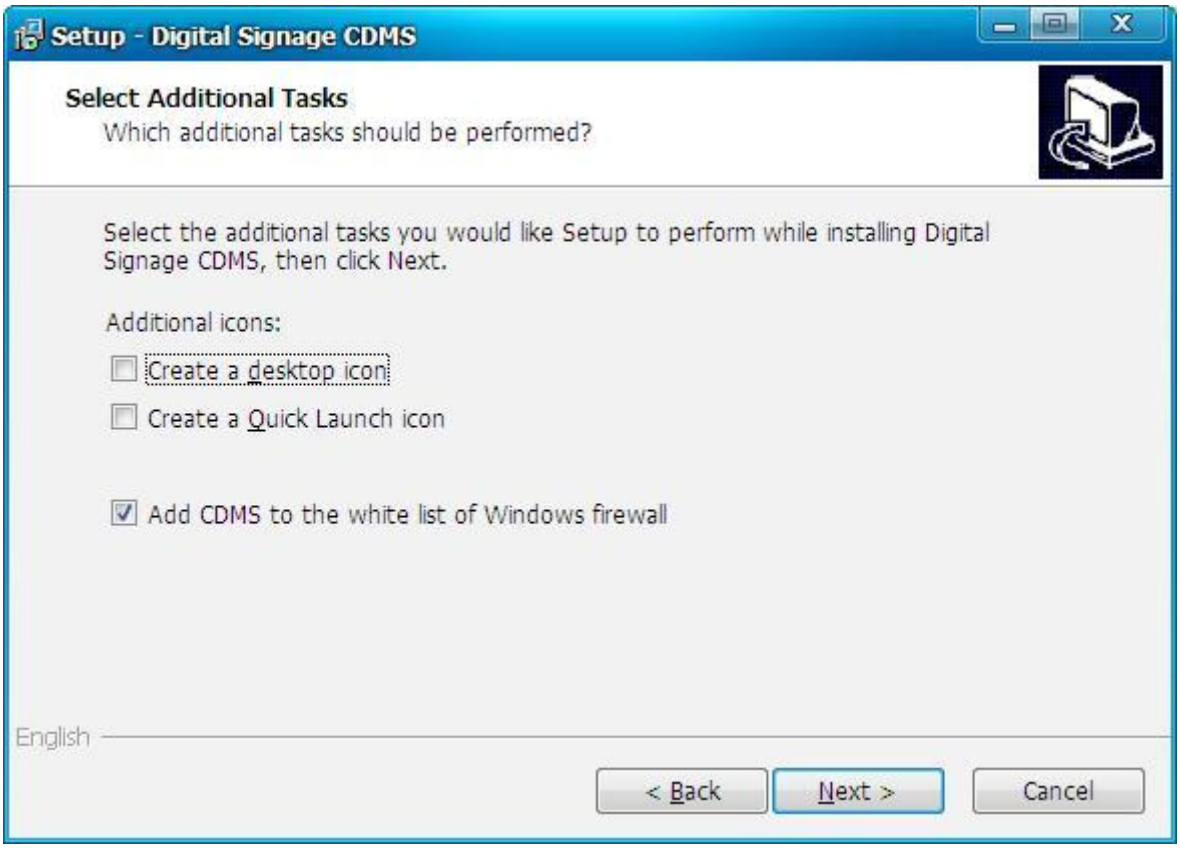
4 Choose an installation directory and then click **Next** to continue.


Setup - Digital Signage CDMS
Select Destination Location
Where should Digital Signage CDMS be installed?
Setup will install Digital Signage CDMS into the following folder.
To continue, click Next. If you would like to select a different folder, click Browse.
D:\cdms
Browse...
At least 524.2 MB of free disk space is required.
English
< Back
Next >
Cancel

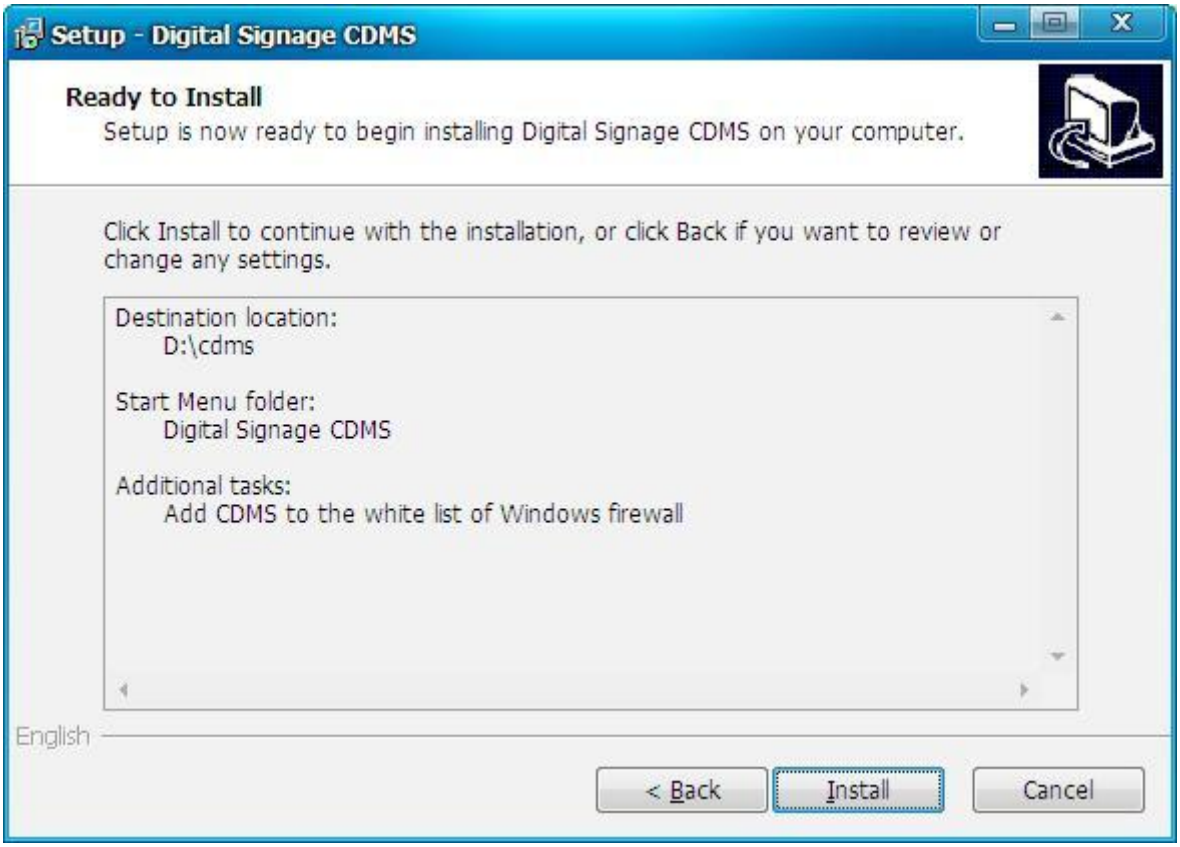
5 Choose to create a **Start** menu folder and then click **Next** to continue.


Setup - Digital Signage CDMS
Select Start Menu Folder
Where should Setup place the program's shortcuts?
Setup will create the program's shortcuts in the following Start Menu folder.
To continue, click Next. If you would like to select a different folder, click Browse.
Digital Signage CDMS
Browse...
Don't create a Start Menu folder
English
< Back
Next >
Cancel

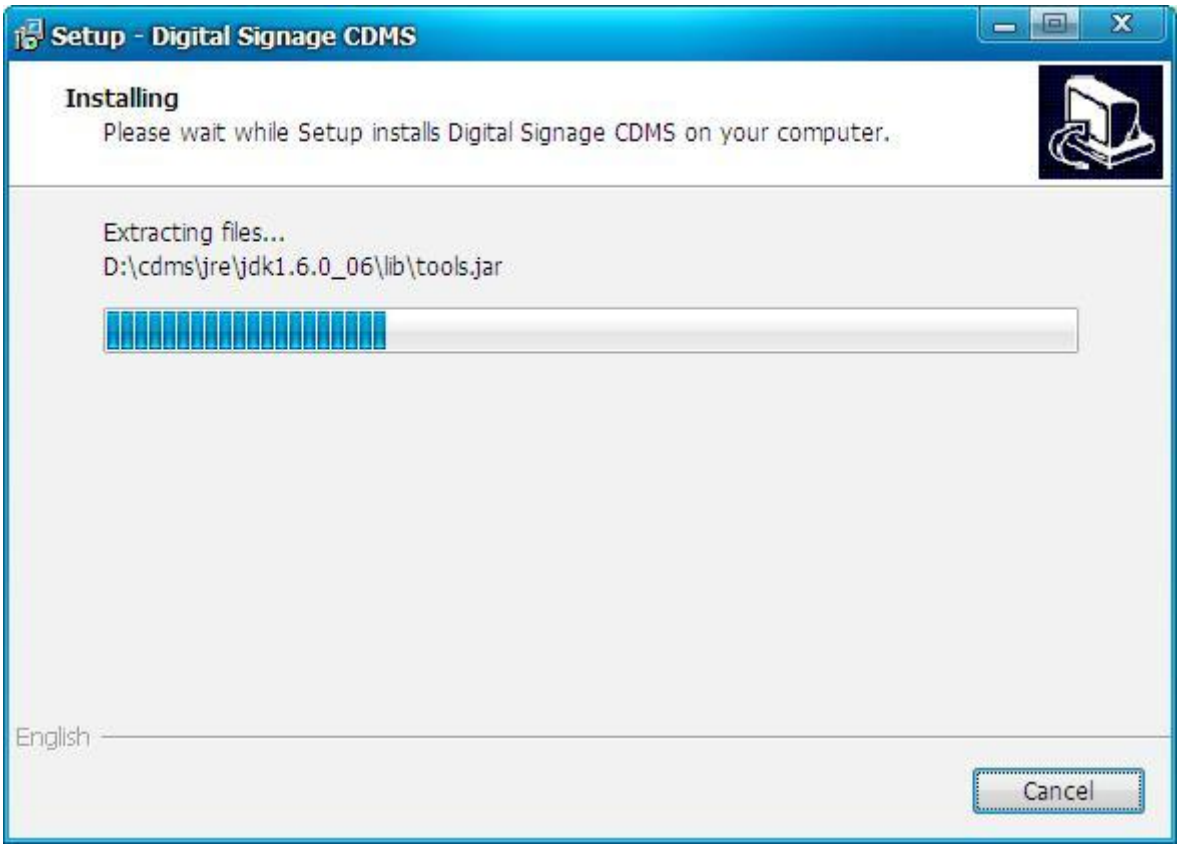
6 Choose the additional tasks according to your preferences and then click **Next** to continue.


Setup - Digital Signage CDMS
Select Additional Tasks
Which additional tasks should be performed?
Select the additional tasks you would like Setup to perform while installing Digital Signage CDMS, then click Next.
Additional icons:
Create a desktop icon
Create a Quick Launch icon
Add CDMS to the white list of Windows firewall
English
< Back
Next >
Cancel

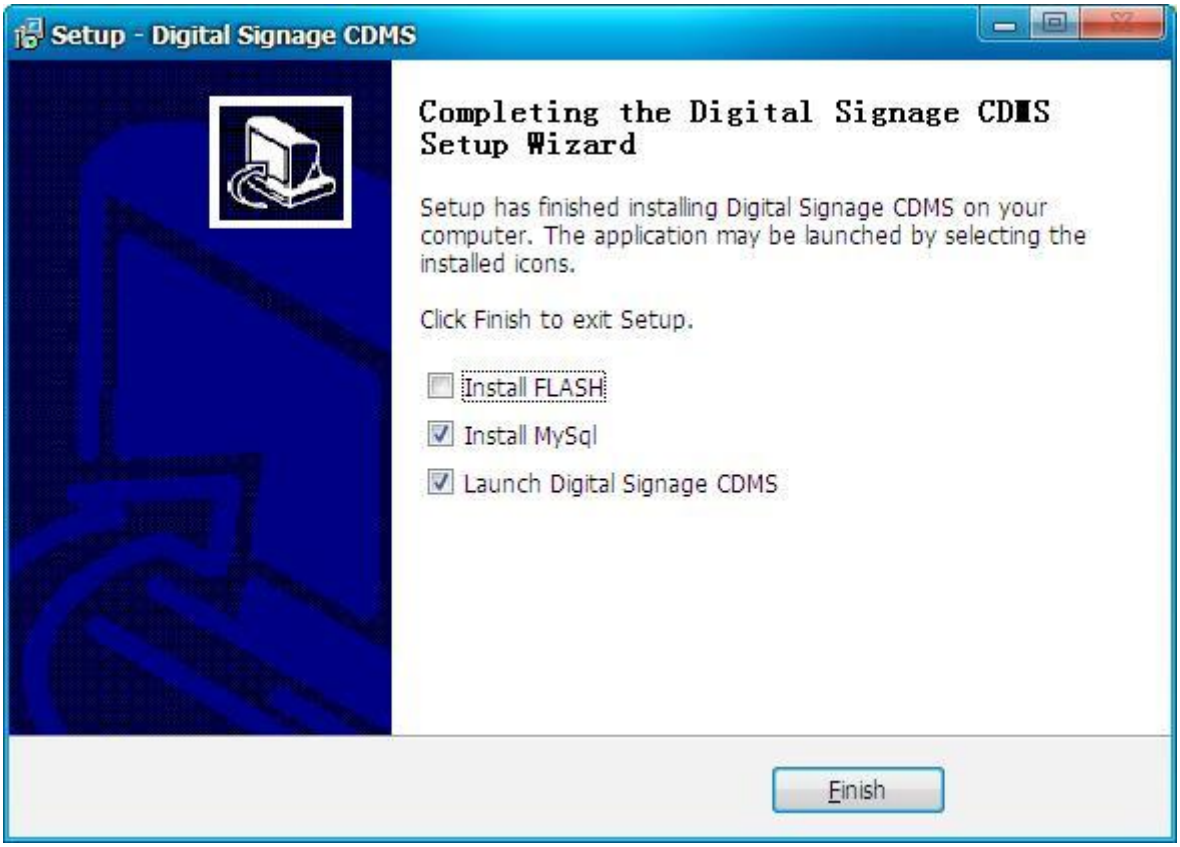
7 Click **Install** to continue.


Setup - Digital Signage CDMS
Ready to Install
Setup is now ready to begin installing Digital Signage CDMS on your computer.
Click Install to continue with the installation, or click Back if you want to review or change any settings.
Destination location:
D:\cdms
Start Menu folder:
Digital Signage CDMS
Additional tasks:
Add CDMS to the white list of Windows firewall
English
< Back
Install
Cancel

8 Wait for the installation process to complete.



9 The below window appears when the installation progress ends.


Setup - Digital Signage CDMS
Completing the Digital Signage CDMS Setup Wizard
Setup has finished installing Digital Signage CDMS on your computer. The application may be launched by selecting the installed icons.
Click Finish to exit Setup.
Install FLASH
Install MySql
Launch Digital Signage CDMS
Finish

**NOTE**:

a. FLASH is recommended to make sure that your images and videos can be uploaded normally.

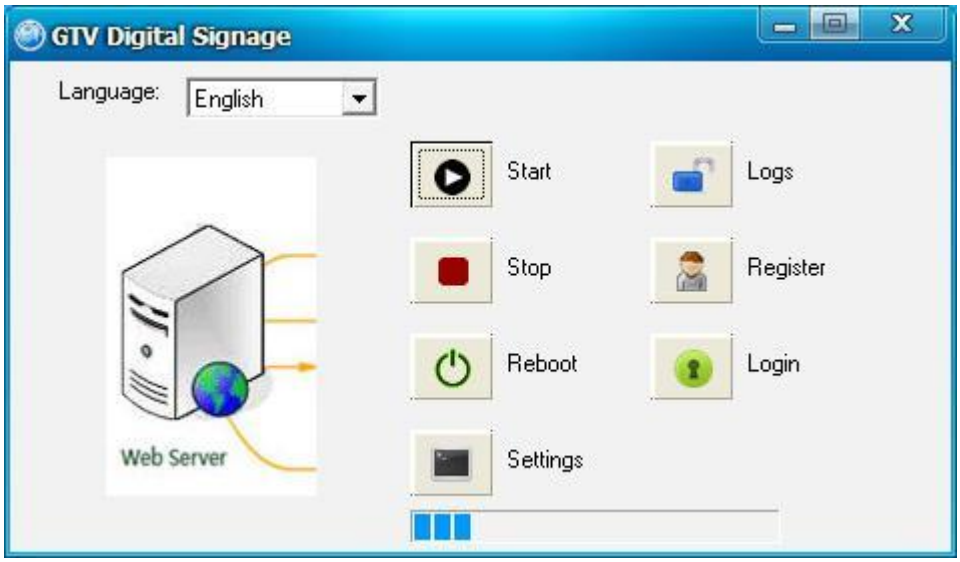
b. If MySql has been already installed on the server, please do not check **Install MySql** and **Launch Digital Signage CDMS**, but follow the below steps to modify the script instead.
   1) Go to the CDMS installation directory and find the file initMysql.bat in CDMS folder.
   2) Replace ‘user_name’ in ‘set user_name=root’ to the MySql user name.
   3) Replace ‘user_pwd’ in ‘set user_pwd=root’ to the MySql user password.
   4) Save the changes and run initMysql.bat.

10 Click **Finish** to complete the installation.

Now, the **Digital Signage CDMS** is installed on your PC.

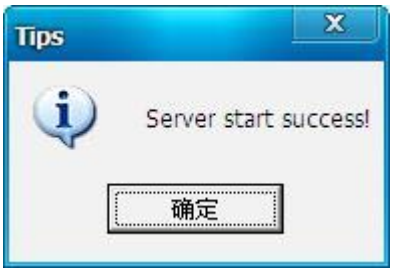
# System Access

1. Insert the GrandDog into a USB port on your PC.
2. From the **Start** menu of your PC, find the CDMS directory, and then click **Digital Signage CDMS** to launch the software.

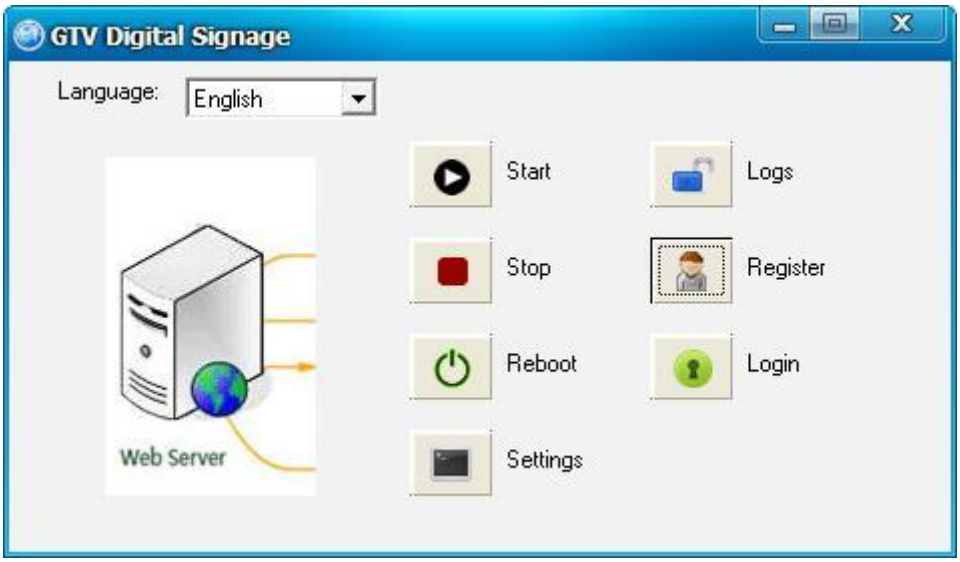



**NOTE:** *When launching the Internet Explorer browser for the first time after installing CDMS software, you may be prompted to allow CDMS components in order for the software to function properly. Be sure to choose "Allow" and check the box not to show the future warnings from Internet Explorer pertaining to CDMS program*.

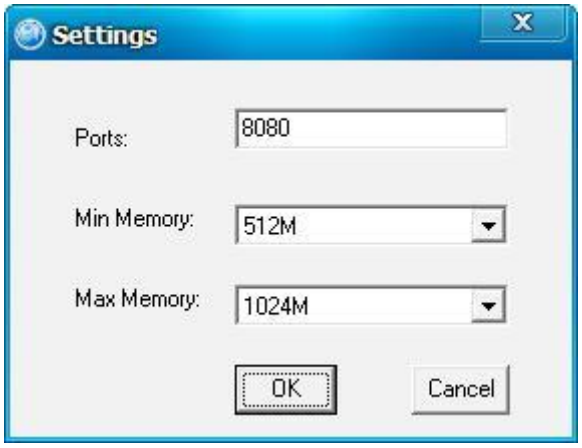
3. Wait for service starts.




4. Click **OK** to open the below window.



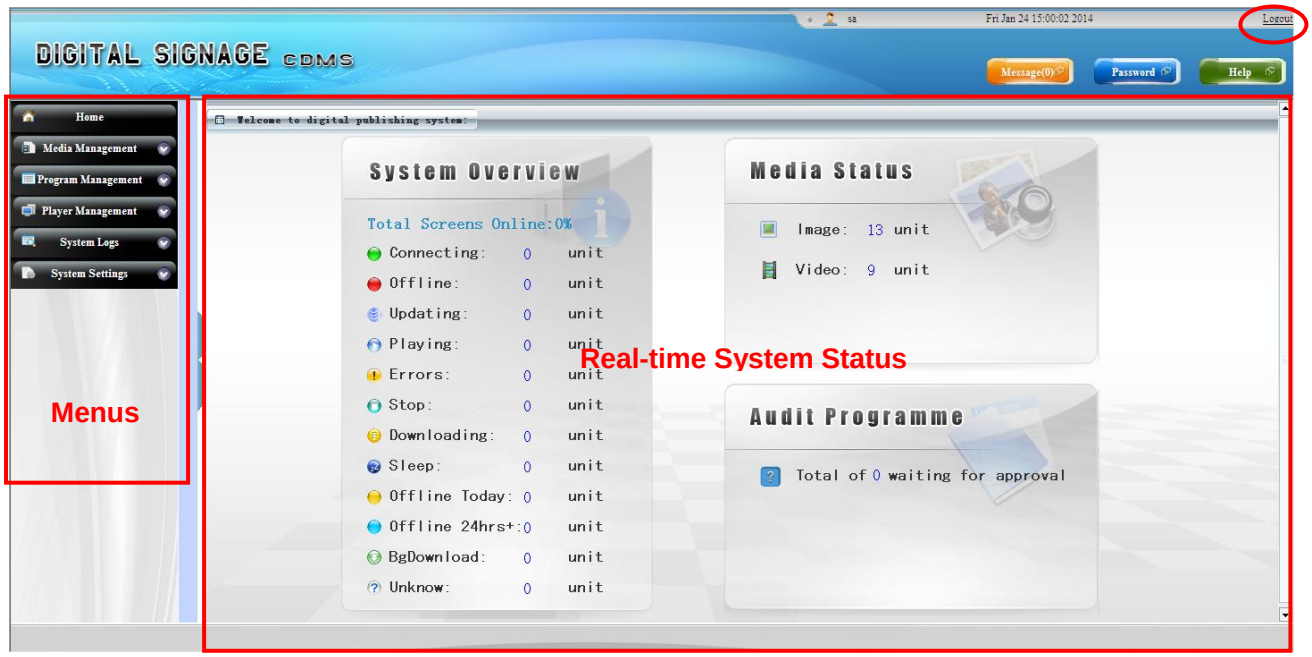
**Start** – turns on the service which may take a moment. The above page appears after service is turned on.
**Stop** – turns off the service. The software cannot be accessed if the service is turned off.
**Reboot** – restarts the software system
**Logs** – presents system logs which is designed for technical maintenance.
**Register** – with GrandDog inserted, click **Register** to register to the software by importing register files. The software cannot be accessed before register. Reboot server after register as directed.
**Login** – click to log into the software after register.
**Settings** – allows you to modify the port number and the maximum/minimum memory for CDMS. To set up port forwarding on a router, see **Appendix: Port Forwarding**.




**NOTE:** If you are prompted with the message "**The system is not registered**" after login, please contact your CDMS supplier.

5. Click **Login** to present the login interface.

6. Enter your user name, password and verification code, and then click **Login** to open the software home page.



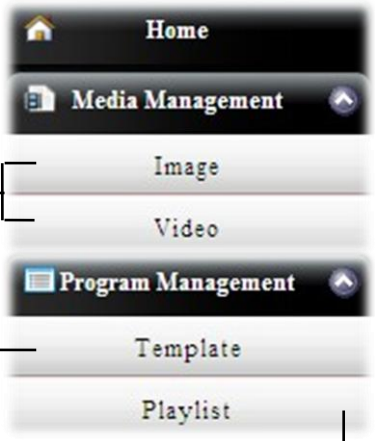

## To logout:

To logout, click the button **Logout** in the top right corner on the home page.

# Chapter 3 Quick Start

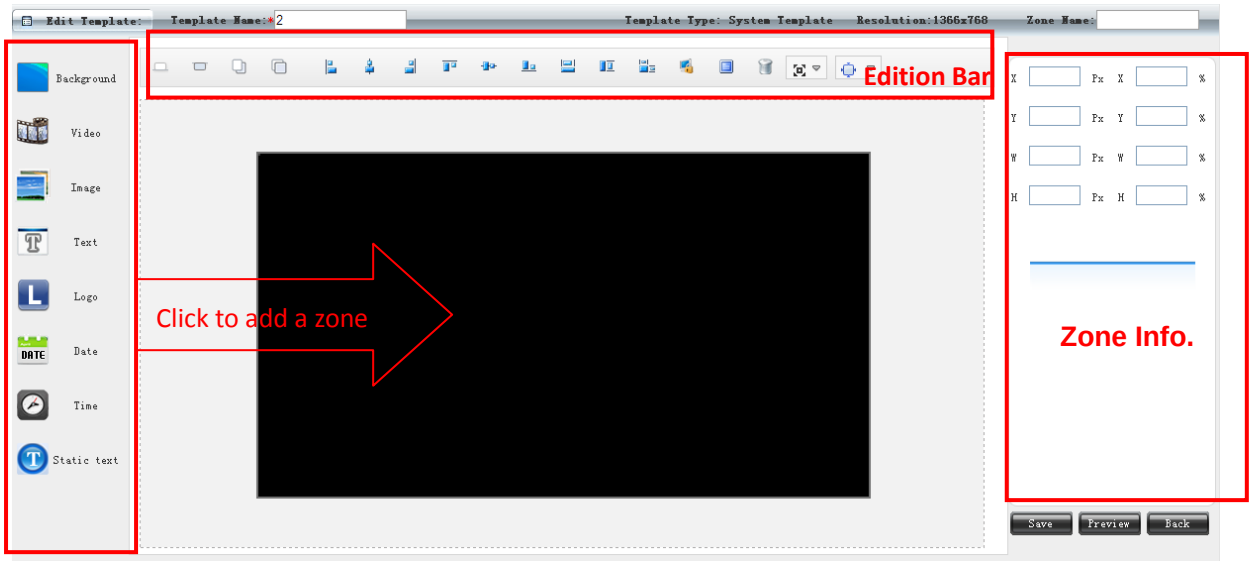
## Step 1: Prepare Media Files

Upload image and video files, which will be involved later, via the **Media Management** menu on the left panel.



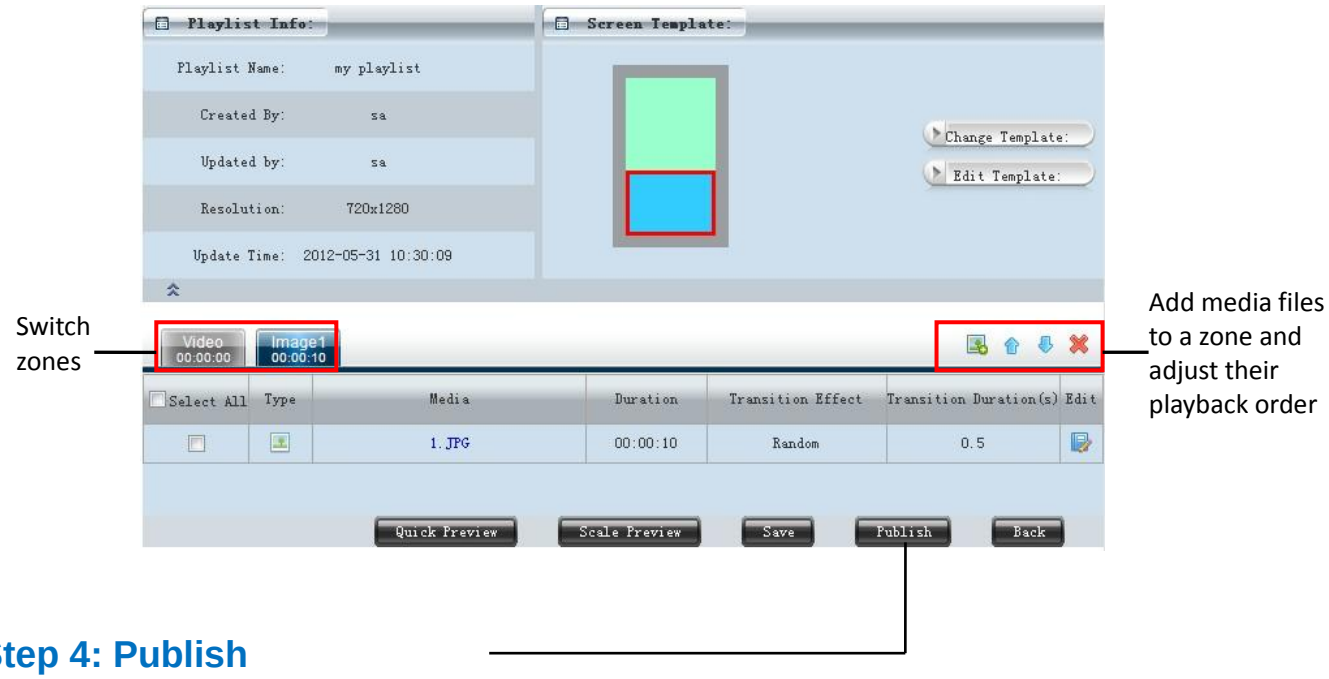

## Step 2: Design Template

Create a new template using the menu **Program Management** on the left panel to define the layout of your display.



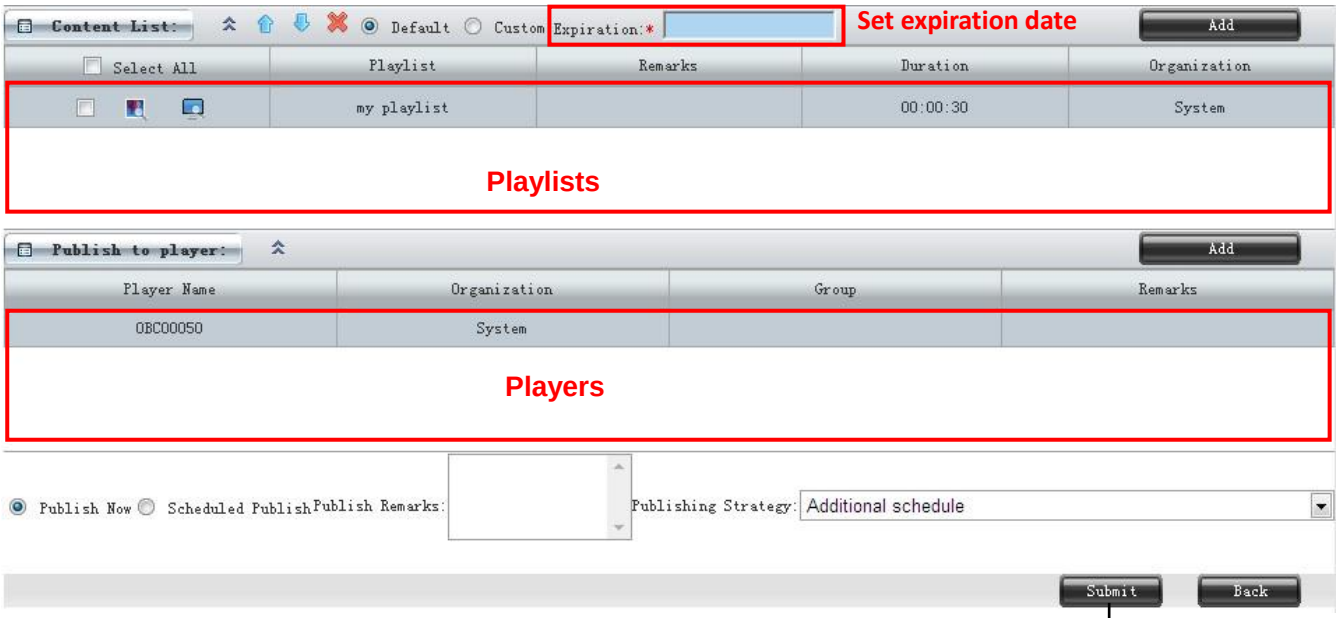

## Step 3: Build Playlist

Then you can build your playlist by adding media files to template using the menu **Playlist** on the left panel.




## Step 4: Publish

Click **Publish** to access program publishing page.

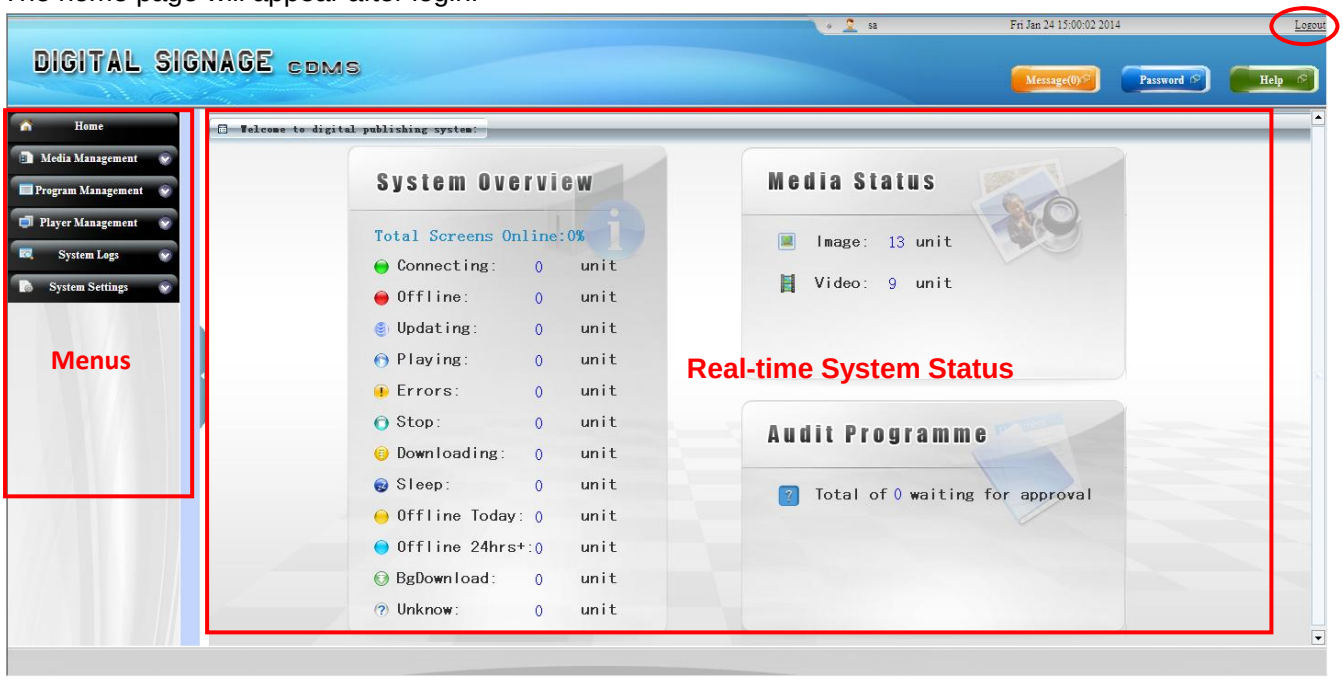



Click **Submit** to publish the program to specified players.
The menu **Program Management -> Publish** also allows you to publish programs.

After publish, the program will be directly delivered to the players via network if there is no audit policy.

# Chapter 4 Home Page

The home page will appear after login.




Menus are listed on the left panel, providing access to all features of the software.
**Media Management** – helps you to prepare media files that will be used in programs.
**Program Management** – allows you to create programs and publish to players.
**Player Management** – helps you to manage players over network.
**System Logs** – gives you the operation logs of users and players.
**System Settings** – allows you to make settings on this digital signage system and users.

**Message** – gives system messages of player exceptions and program audits. See the chapter **Audit** and the chapter **System Configuration** for details.

**TIP:** The messages here contain two types, player exception and program audit, both of which are sent by system. System will give alarms if the temperature, humidity or free disk space of players exceeds the preset thresholds. You can get the alarm messages from the players under your control. A message will also be given when there is a program waiting for your audit. The messages will disappear after being viewed.

**Password** – allows you to change your user password.

**Help** – click to get user guide.

**Logout** – click to log out the system.

# Chapter 5 Media Management

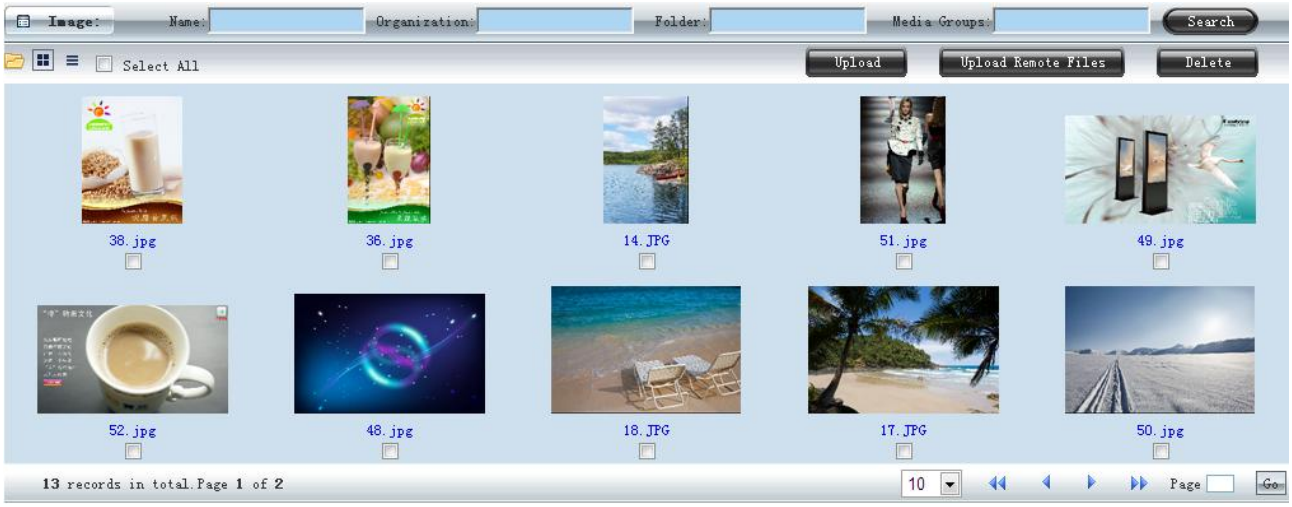
Your programs created by Digital Signage CDMS can include the following types of media files:

- Image files: JPG, JPEG, BMP, PNG, GIF
- Video files: MPG, MOV, AVI, MPEG, WMV
- RSS

The menu **Program Management -> Media Management** on the left panel allows you to manage your media library.

## Image

Click **Media Management -> Image** from the left panel to present the **Image** page.

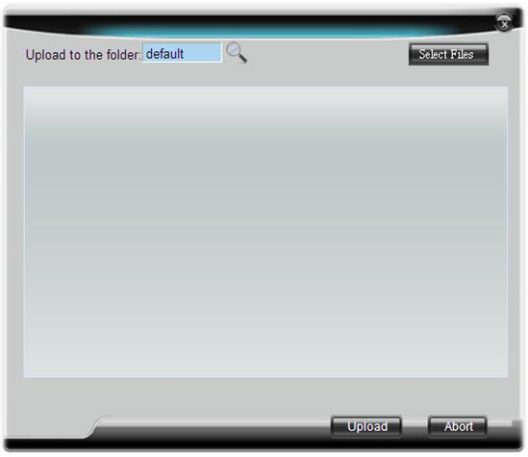



**Search** – helps you to find images from the library using the multi criteria before this button.
**Upload** – adds image files to the library from your PC.
**Upload Remote Files** – adds image files to the library from a web address.
**Delete** – removes the selected image files from the library.

**TIP**: The icon and allow you to switch between the image page and the image folder page. Both pages can be viewed in list mode and thumbnail mode.

## To upload local image files:

a. On the **Image** page, click **Upload** in the upper right corner.




b. When prompted, click the button **Select Files** to select the files that you want to upload from your PC and click to assign a file folder where the images will be saved

- By default, the uploaded files will be saved in the default folder.
- You can build a new folder for ease of management.

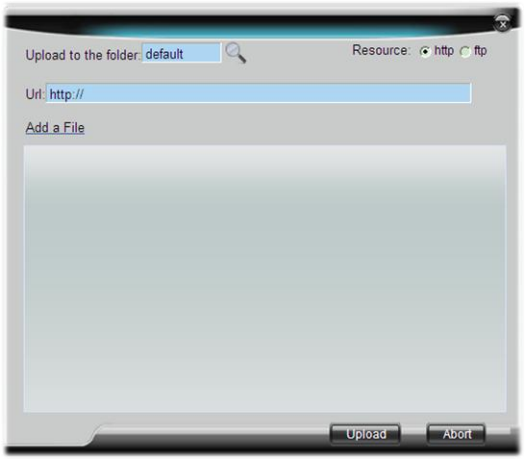
c. Then click **Upload** to add the files to the library or **Abort** to cancel this uploading.

d. The files you just uploaded will appear in the image library.

**NOTE**: Supported image formats include *.jpg; *.jpeg; *.bmp; *.png; *.gif.

## To upload remote image files:

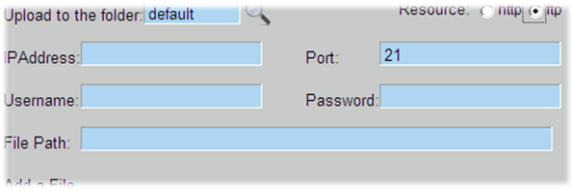
a. On the **Image** page, click **Upload Remote Files** in the upper right corner to call a dialog box.




b. Click to specify the file folder that you want to store the files.

c. Select the file source and give the corresponding required information.

- **http**
  Fill the image address in the Url field.
- **ftp**
  Fill the fields with required information.



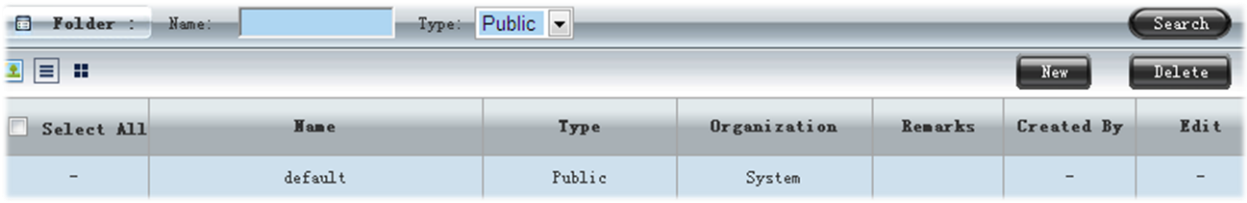

d. Click **Add a file** to add the file to the pending list. Repeat Step c and Step d to add more files.

e. Then click **Upload** to add the files to the library or **Abort** to cancel this uploading.

f. The files you just uploaded will appear in the image library.

## To build a file folder:

a. On the **Image** page, click the icon in the upper left corner to switch to the image folder page.




**Search** – helps you find a folder or a type of folders.
**New** – builds a new file folder.
**Delete** – removes the selected file folders from the list.
Clicking on a folder name in the list allows you to view images included in this folder.

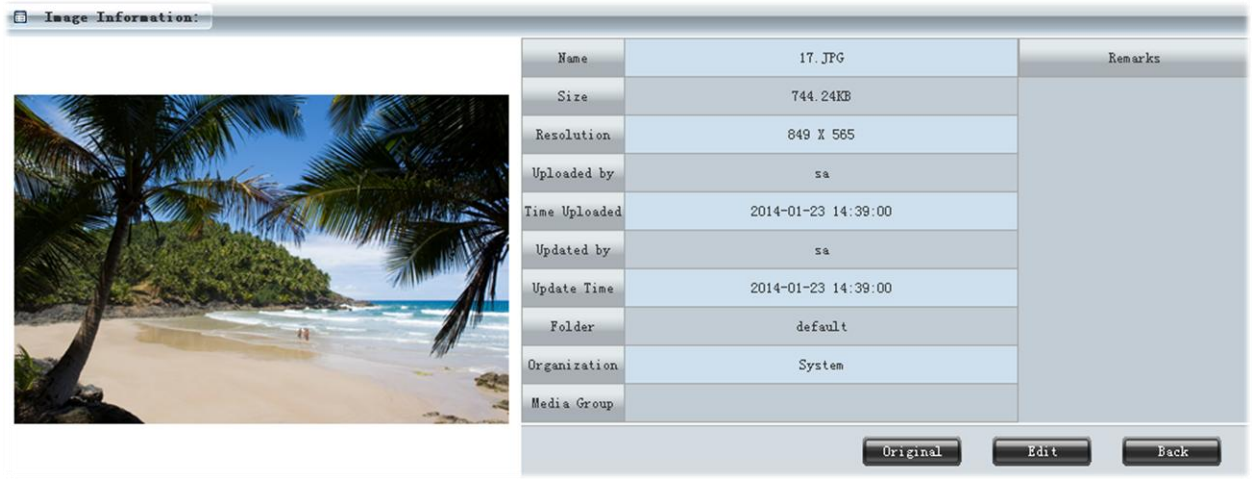
b. Click **New** and follow the window instructions.
- **Public** – all users in this organization can see this folder.
- **Private** – only the creator himself can see this folder.

c. Then the folder you built will appear in the folder list.

**NOTE**: The folder named **default** is created by the system, and you cannot delete it.

## To edit an image file:

a. On the **Image** page, click on an image name to open the **Image Information** page.




**Original** – presents the original image in a pop-up window.
**Edit** – allows you to edit **Folder**, **Media Group** and **Remarks**.
**Back** – returns to the **Image** page.

b. Click **Edit** to edit the image information.

**TIP**: When your mouse hover over the image, the left and right arrows will appear for you to switch to other images.

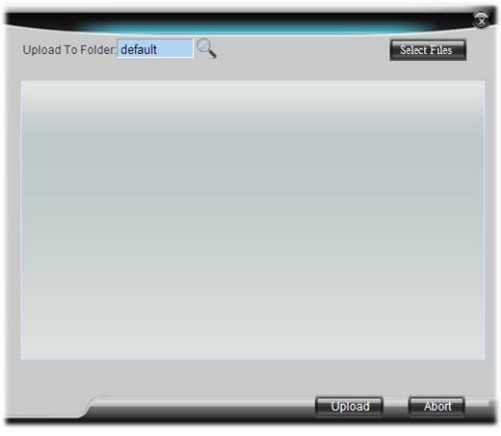
# Video

Click **Media Management -> Video** from the left panel to present the **Video** page.

**Search** – helps you to find videos from the library using the multi criteria before this button.
**Upload** – adds video files to the library from your PC.
**Delete** – removes the selected video files from the library.

**TIP**: The icon and allow you to switch between the video page and the video folder page. Both pages can be viewed in list mode and thumbnail mode.

## To upload video files:




a. On the **Video** page, click **Upload** in the upper right corner.

b. When prompted, click the button **Select Files** to select the files that you want to upload from your PC and click to assign a file folder where the videos will be .saved

- By default, the uploaded files will be saved in the default folder.
- You can build a new folder for ease of management.

c. Then click **Upload** to add the files to the library or **Abort** to cancel this uploading.
d. The files you just uploaded will appear in the video library.

**NOTE**:
Supported image formats include *.avi; *.mpeg; *.wmv; *.mpg; *.ra; *.rm; *.ram; *.rmvb; *.dat; *.mov; *.asf;

*.mtv; *.mkv; *.3gp; *.mp4; *.amv; *.dmv; *.swf; *.divx; *.ts; *.flv.

## To build a file folder:

a. On the **Video** page, click the icon in the upper left corner to switch to the video folder page.

**Search** – helps you find a folder or a type of folders.
**New** – builds a new file folder.
**Delete** – removes the selected file folders from the list.
Clicking on a folder name in the list allows you to view videos included in this folder.

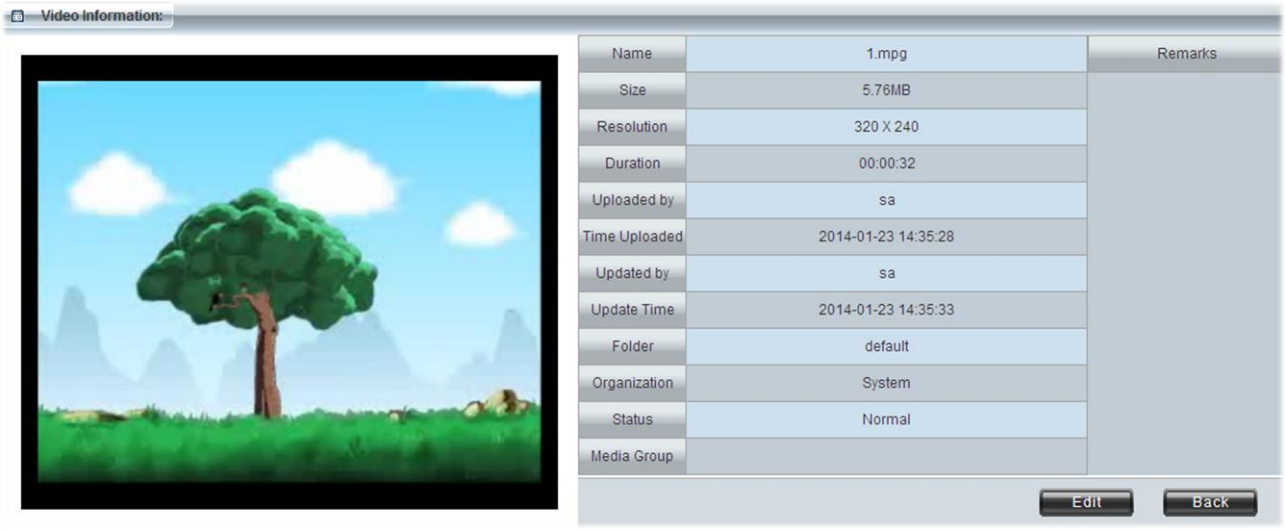
b. Click **New** and follow the window instructions.
- **Public** – all users in this organization can see this folder.
- **Private** – only the creator himself can see this folder.

c. Then the folder you built will appear in the folder list.

**NOTE**: The folders named **default** is created by the system, and you cannot delete it.

## To edit a video file:

a. On the **Video** page, click on a video name to open the **Video Information** page.




**Edit** – allows you to edit **Folder**, **Media Group** and **Remarks**.

**Back** – returns to the **Video** page.

b. Click **Edit** to edit the video information.

**TIP**: When your mouse hover over the video, a tool bar will appear for you to adjust the video progress, volume and display size.

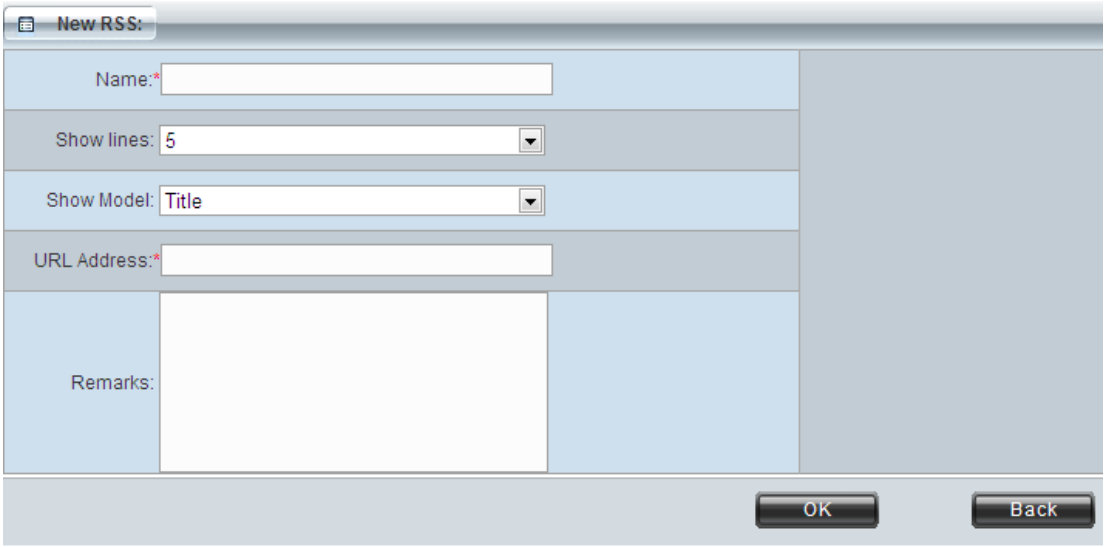
# RSS

Click **Media Management -> RSS** from the left panel to present the **RSS** page.

**Search** – helps you find RSS from the library using the multi criteria before this button.
**New** – create a new RSS file to the library.
**Delete** – removes the selected RSS files from the library.

## To create a new RSS file:

a. On the **RSS** page, click **New** in the upper right corner. The below page appears.



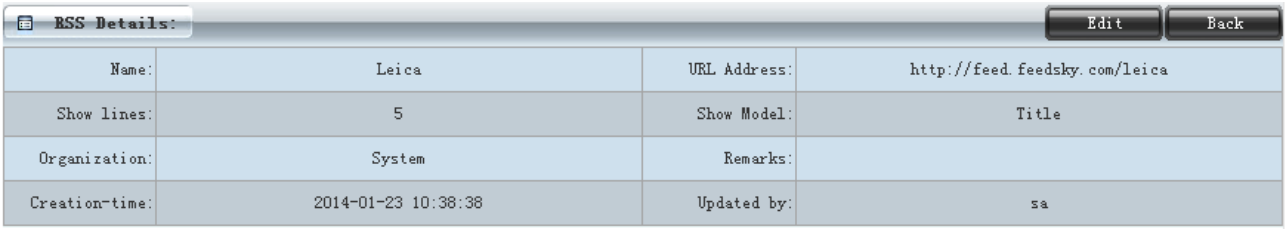

b. Enter the required information.

- **Name** – gives a name to the RSS file.
- **Show lines** – defines how many RSS titles will be presented.
- **Show Model** – defines the form of the RSS file. The title and/or its content can be included.
- **URL Address** – the URL address of the RSS.

c. Click **OK** to complete. The new RSS file will then appear in the RSS library list.

## To edit a RSS file:

a. On the **RSS** page, click on a RSS name to open the **RSS Details** page.




**Edit** – opens RSS edition page which allows you to edit the RSS file.
**Back** – returns to the **RSS** page.

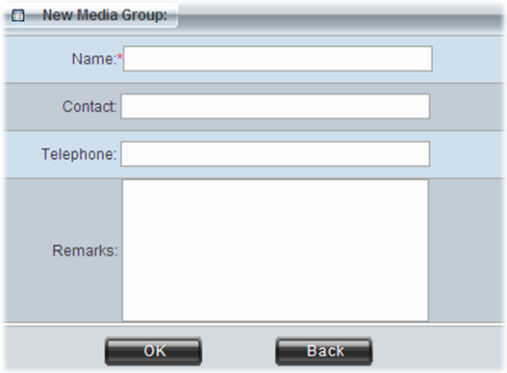
b. Click **Edit** to edit the RSS information.

# Media Groups

The media files can be grouped by its owner, typically by the advertiser. Click **Media Management -> Media Groups** from the left panel to present the **Media Groups** page.

**Search** – helps you to find a media group from the list by the name.
**New** – creates a new media group.
**Delete** – removes the selected media group from the list.

## Create a new media group:



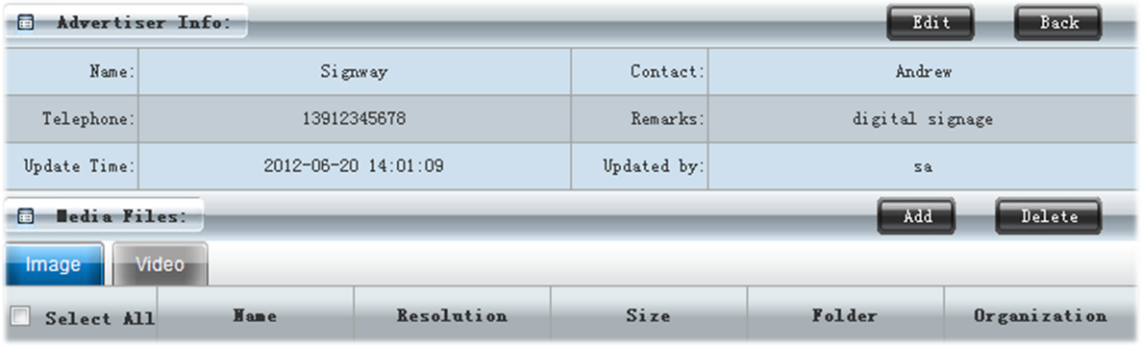

a. On the **Media Groups** page, click **New** in the upper right corner.

b. On the pop-up window, give the group a unique name and enter the contact information.

c. Click **OK** to complete.

## To edit a media group:

a. On the **Media Groups** page, click on a group name to open the following page.




**Edit** – allows you to edit the group information.
**Back** – returns to the **Media Groups** page.
**Add** – adds media files to the media group.
**Delete** – removes media files from the group.

b. Click the corresponding button to edit the information.

# Chapter 6 Program Management

A program consists of one or more playlists (that is, playback content), schedules and other deployment. The menu **Program Management** on the left panel allows you to manage your programs.

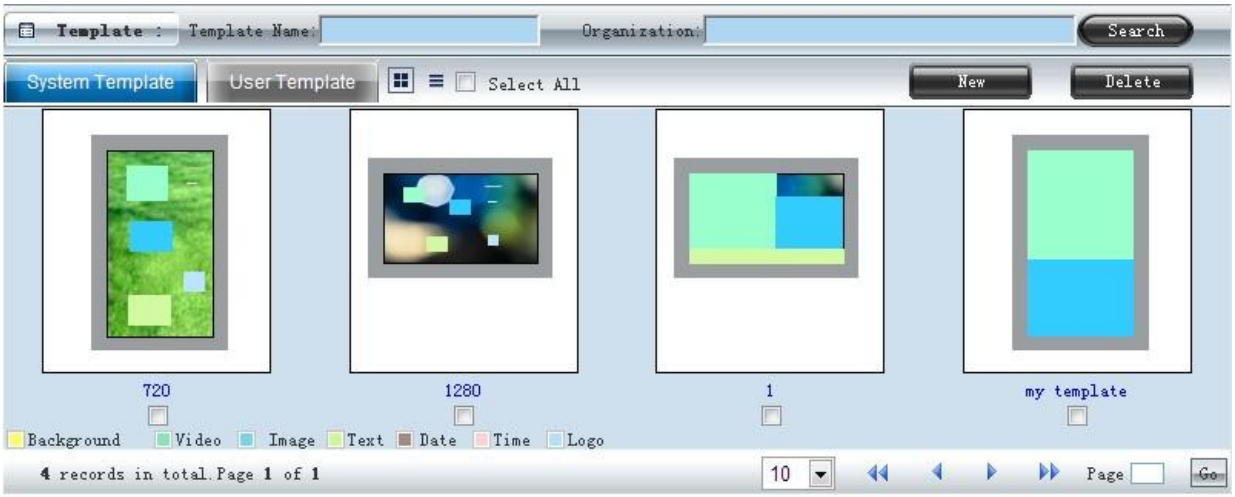
## Template

The player screen can be divided into rectangles called zones. Templates, which define the layouts of these zones, fall into two basic categories:

- Full screen - the display occupies the full screen.
- Multi-zone - different types of content displayed in each region of the screen.

You can choose one of the existing layout templates, or design your own templates for efficient and target deployment.

Click **Program Management -> Template** on the left panel to present the **Template** page.




**Search** – helps you to find a template from the template library using the multi criteria before this button.
**New** – builds a new template.
**Delete** – removes templates from the library.

**System Template** and **User Template** are two template libraries. System templates are open to all users, while user templates only to the creator himself and his superior.

### To edit an existed template:

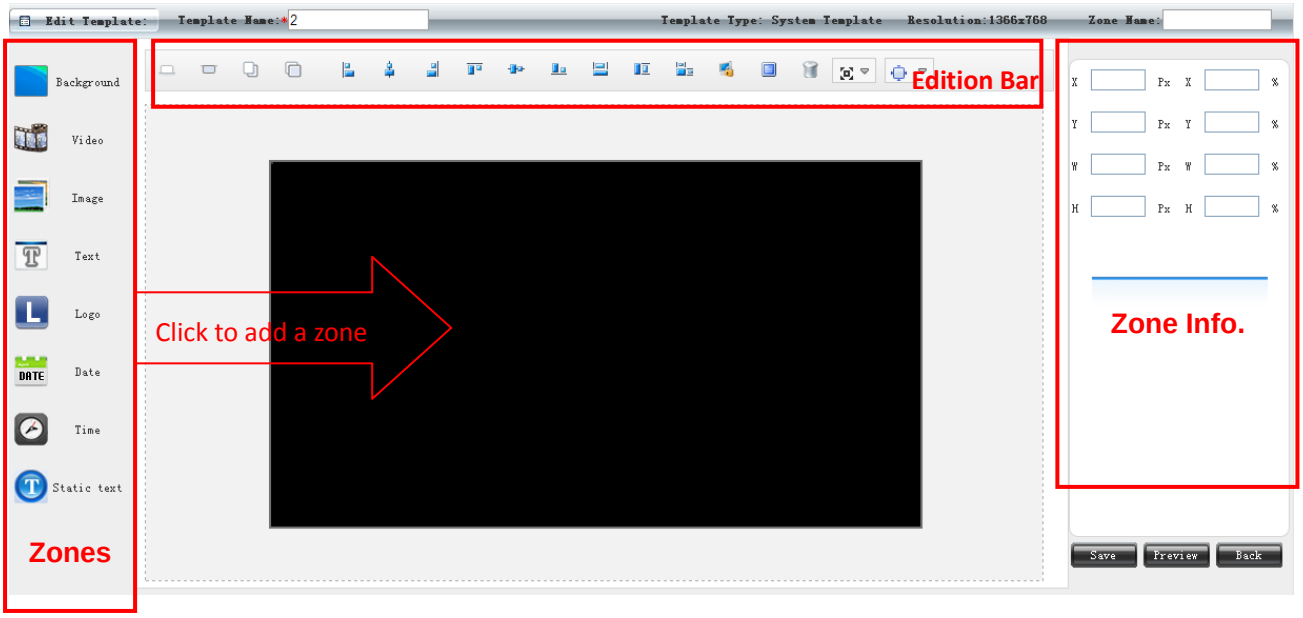
a. Click on a template name to open the editing page.
b. On the editing page, change the layout as you want.

## To create a new template for your project:

a. Click **Program Management -> Template** on the left panel.
b. Click the tab **System Template** or **User Template**.
   This step specifies the type of the new template.
c. Click **New** and enter the required information.

- Give it an appropriate name, possibly include some remarks.
- Make sure you select the correct screen resolution.
- Template Type is pre-defined in step b.

d. Click **OK** to open the template design page.




e. Add background. Skip this if not needed.
   You can have one image or color as the background of your display. All other zones will appear on top of the background.

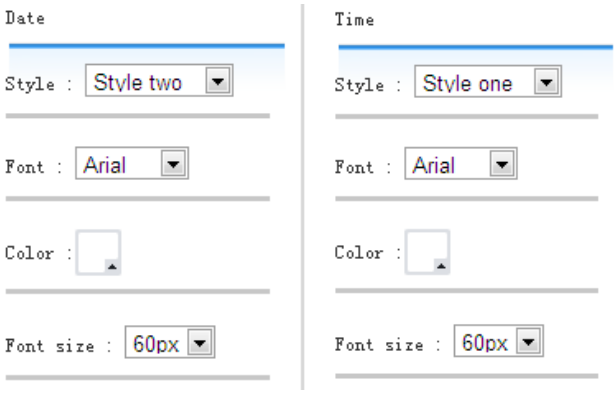
- Image Background - Click the zone icon **Background**, a window will appear to guide you to choose an image as the display background.
- Color Background - I f you refuse to add an image when a guide appears, the background will be black by default.

You are allowed to change the background image or color in the right column **Zone Info**.
To remove the current background, right click on it and choose **Delete**.

f. Add zones.
   Click zone icons to add zones to the template design space.

| Zone | Description |
|---|---|
| **Background** | Add a background image or color. One image or color at most. |
| **Video** | Add a video zone. One at most. Cannot overlap with images. |
| **Image** | Add an image zone. Four at most. Cannot overlap with the video zone. |
| **Text** | Add a scrolling text zone. One at most. |
| **Logo** | Add a LOGO image. One at most. |
| **Date** | Add a date zone. One at most. Three styles are available. Cannot overlap Time. |
| **Time** | Add a time zone. One at most. Four styles are available. Cannot overlap Date. |
| **Static text** | Add a static text zone. No amount limit. Cannot overlap other zones except Background. |

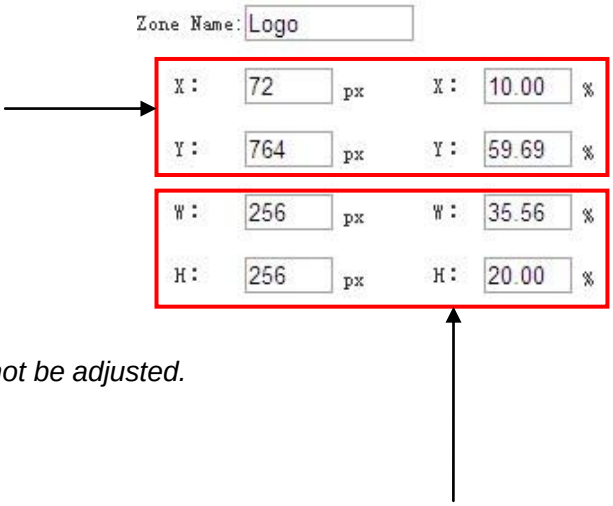
- The styles of Date and Time can be changed in the right column.




- To remove a zone from the template, right click on it and choose **Delete**. To remove all zones from the template, just click .

g. Adjust zone sizes.

- Drag one zone's handles inward or outward to make it smaller or larger.
- The button allows you to choose whether to scale a zone proportionally and the proportion.
- When a zone is selected, its height and width values will be given in the right column, allowing you to adjust its size by changing these values.
- Clicking expands the selected zone to full screen.




**NOTE**: *The size of the background zone cannot be adjusted.*

h. Adjust zone positions.

- To position a zone, just drag it by mouse to the position you want to locate it. When a zone is selected, its coordinate values will be given in the left. You can also adjust a zone position by change these values.

- Select two zones in design space. Move the pointer next to the first zone you want to select. Press and hold down the left mouse button while you drag the pointer over the zones that you want to select. Once selected, use the layout tools to adjust their relative positions.

| Button | Function | Button | Function |
|---|---|---|---|
| | Align Left | | Align Bottom |
| | Align Center | | Match Width |
| | Align Right | | Match Height |
| | Align Top | | Match Height and Width |
| | Align Middle | | Select a zone from the list |

- Clicking locks a zone. You cannot edit a locked zone unless you unlock it by clicking .

i. Adjust zone layers.

- You can layer these zones by using the up/down arrows next to **Zone List**. The zone in an upper layer will be displayed in front of that in a lower layer.

| Button | Function | Button | Function |
|---|---|---|---|
| | To top | | Move up a layer |
| | To bottom | | Move down a layer |

j. Once you have finished editing the template, you can click **Preview** to see what it looks like. This preview page also allows you to adjust the zone sizes and positions.

k. Once satisfied, remember to hit the **Save** button.

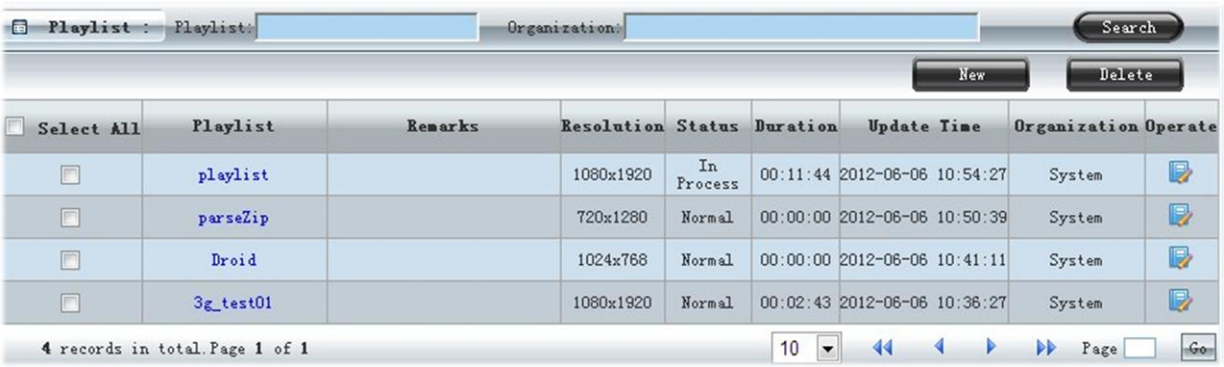
# Playlist

Playlist is a list of content items to be played on players and can be generated by adding media files to a template.

Playlists fall into two types according to their playback schedules:

- **Scheduled Playlist** – a defined sequence of content to be displayed on the player screen, also called **Playlist** for short.
- **Instant Playlist** – break-in content played immediately on publishing, including instant programs and instant texts, which will be introduced in the next chapter.

Click **Program Management -> Playlist** on the left panel to present the **Playlist** page.




**Search** – helps you to find a playlist from the list using the multi criteria before this button.
**New** – builds a new playlist.
**Delete** – removes playlists from the library.

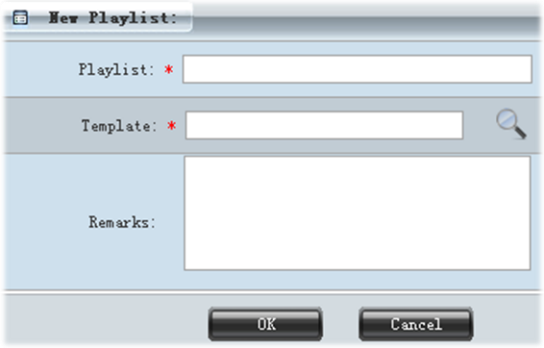
## To edit a playlist:

- On the **Playlist** page, click on a listed playlist name or click the button in the list.

## To generate a playlist:

a. Click **Program Management -> Playlist** on the left panel to open the **Playlist** page.
b. Click **New** and enter the required information.

- Give it a unique name, possibly include some remarks.
- Select a template for this presentation from the template library.
  **NOTE:** The template should include zones specific to your contents.




c. Click **OK** to present the playlist editing page.

d. If necessary, change or edit the template by clicking **Change Template** or **Edit Template**.
**Change Template** – calls out the template library for your choice.
**Edit Template** – calls out the template editing page.
**NOTE**: Modifying a template here will not change the template stored in the library.

e. Click the tab **Bg** to switch to edit Background contents.

- The button on top of the content list helps you to edit the background image.

| Button | Function |
|---|---|
| | Click to change the current background image or color to a new image. |
| | Click to present the background image in a new window, allowing you to edit the static text. |
| | Click to remove your selected background image. |

- Click the background color box to change the background color. This will take effect only when there is no background image.

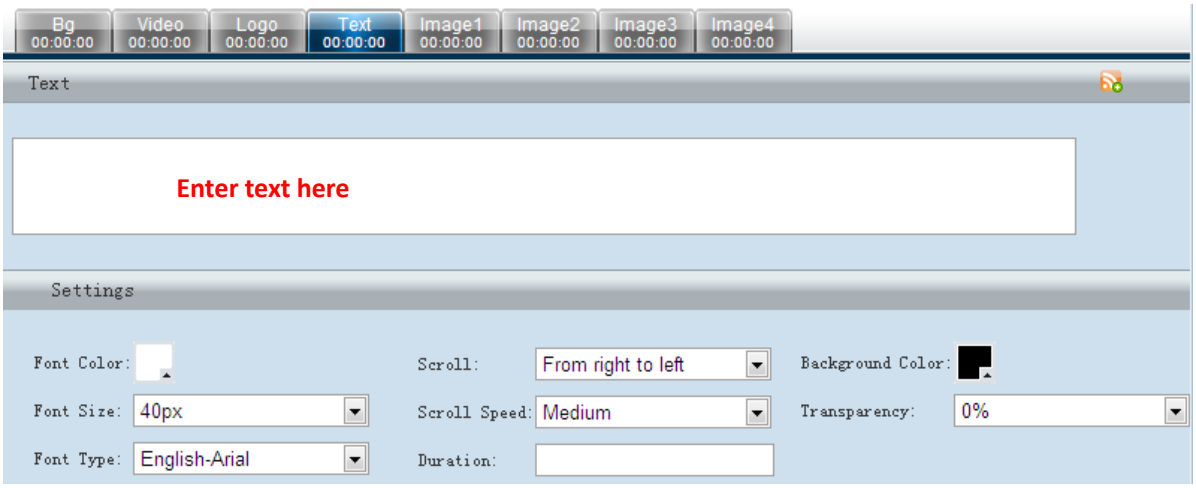
f. Click the tab **Video/Image/Logo** to edit contents of these zones.

- The button on top of the content list helps you to edit the contents.

| Button | Function |
|---|---|
| | Click to add a video. |
| | Click to add an image. |
| / | Click to adjust the playback sequence. |
| | Click to change playback duration, image transition effect or fill effect. |
| | Click to remove your selected contents. |

- Images can be played both in video and image zones.
- Transition effect is used to introduce the next image to replace the current one.
- Fill effect refers to the way how should the image be positioned.
  Fill - Expands the image to fill the entire screen horizontally and vertically.
  Scale - Expands the image to fill the screen until a horizontal or vertical border is reached.

g. Click the tab **Text** to switch to edit its contents.




- Enter text in the text box and then set its font, background, scroll style and duration in the below column.
- Click the button to add a RSS content to the text area from the RSS library.

h. Click **Quick Preview** or **Scale Preview** to view the playlist on your PC.

**Quick Preview –** gives a quick preview of the playlist in a small window.
**Scale Preview –** gives a precise preview of the playlist in the same size as the real screen.

**TIP:** If you are prompted with the message "**a pop-up window was blocked**", disable the popup blocker on your browser toolbar.

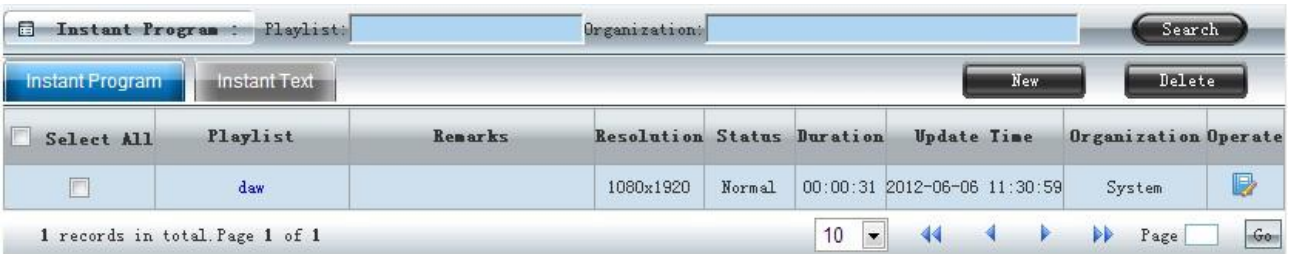
i. Once satisfied, click **Save** to save your playlist.

**TIP:** The button **Publish** at the bottom of the playlist editing window calls out the publishing window for your deployment. See the chapter **Publish** for details.

# Instant Play

Instant plays, including instant programs and instant texts, are break-in contents played immediately on publishing.

Click **Program Management -> Instant Play** on the left panel to present the **Instant Play** page.




Click the tab **Instant Program** or **Instant Text** to switch to the corresponding page.
**Search** – helps you to find an instant play from the list using the multi criteria before this button.
**New** – creates a new instant program or text.
**Delete** – removes instant plays from the library.

## To edit an instant play:

- On the **Instant Play** page, click on a listed playlist name.
- On the **Instant Play** page, click the button in the list.

## To generate an instant program:

a. Click **Program Management -> Instant Play** on the left panel.
b. Click the **Instant Play** tab and then click **New.**
c. Filled the fields with required information and then click **OK** to present the playlist editing page.
d. Add content to each zone and edit the content or template if necessary.
e. Finally, preview and save your instant program.

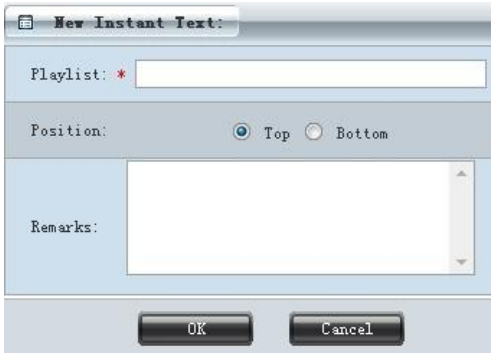
**TIP**: The whole process is quite similar to that for scheduled playlist. Please refer to the chapter **Playlist** for details.

## To generate an instant text:

a. Click **Program Management -> Instant Play** on the left panel.

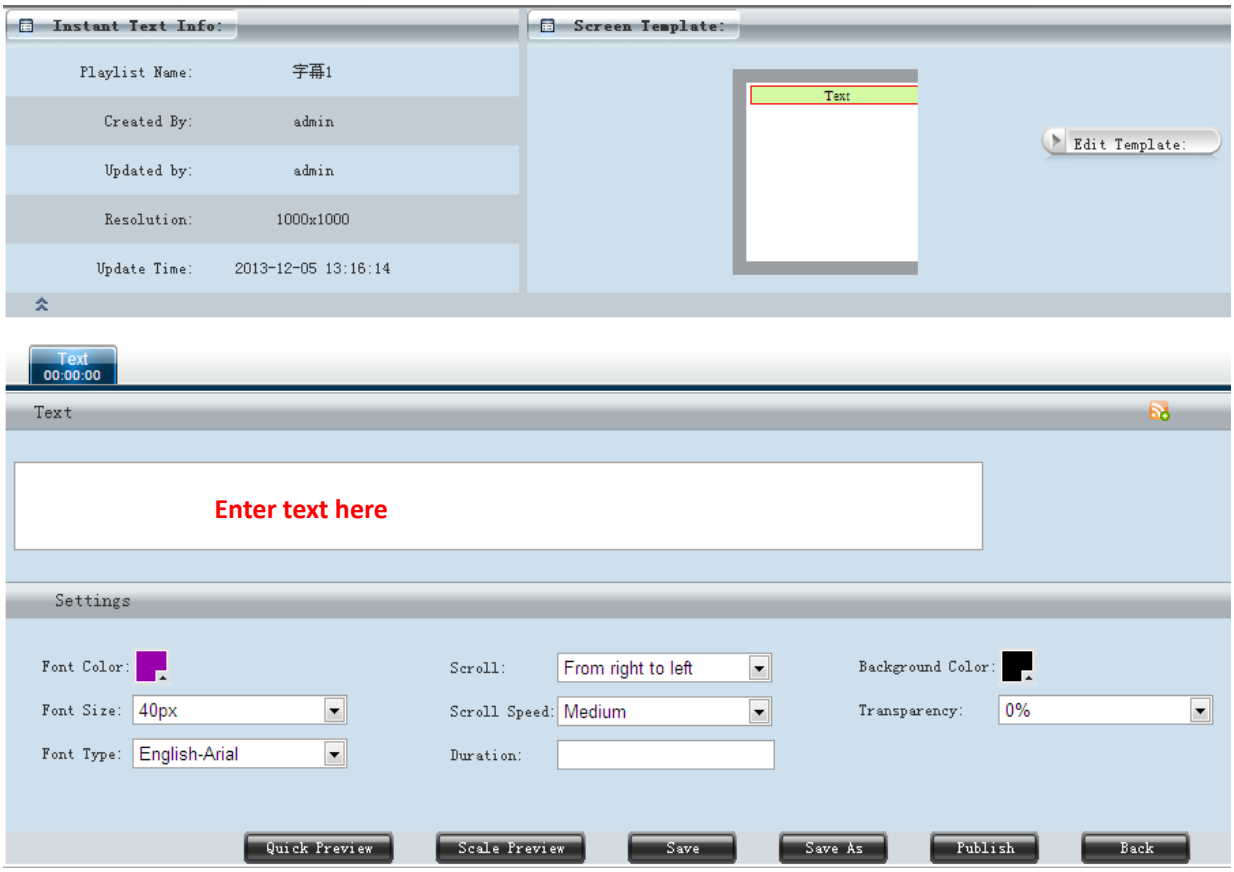
b. Click the **Instant Text** tab and then click **New** and follow the instructions.

   - Give it a unique name, possibly include some remarks.



- Choose the position you want it to be displayed on the screen.

c. Click **OK** to present the instant text editing page.




d. Click the button **Edit Template** in the upper right corner to adjust the ticker size and position.

e. Enter the text to be displayed in the middle text box. Or you can click the button to add a RSS content to the text box from the RSS library.

f. Use the tools under the box to define the text font, how it scrolls, playback duration and its background.

g. Click **Quick Preview** or **Scale Preview** to view the playlist on your PC.

h. Finally, click **Save** to save your instant text.

**TIP:** The button **Publish** at the bottom of the instant play editing window calls out the publishing window for your deployment. See the chapter **Publish** for details.

# Publish

Your playlists can be published to players over network, which can be completed in three ways.

- Publish via the menu **Program Management -> Publish**
- Publish on playlist editing page as long as the playlist has been saved
- Re-publish from the publication history list

Click **Program Management -> Publish** on the left panel to present the **Publish** page which lists all publications.

**Search** – helps you to find a publication from the history list using the multi criteria before this button.
Publications have three types of audit status.
: Under Audit, : Audit Passed, : Audit Projected.

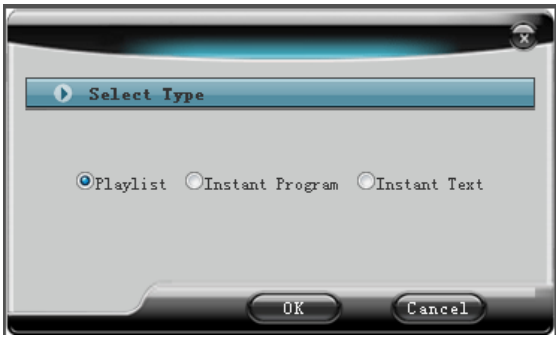
**New** – creates a new publication.

## To view an existed publication:

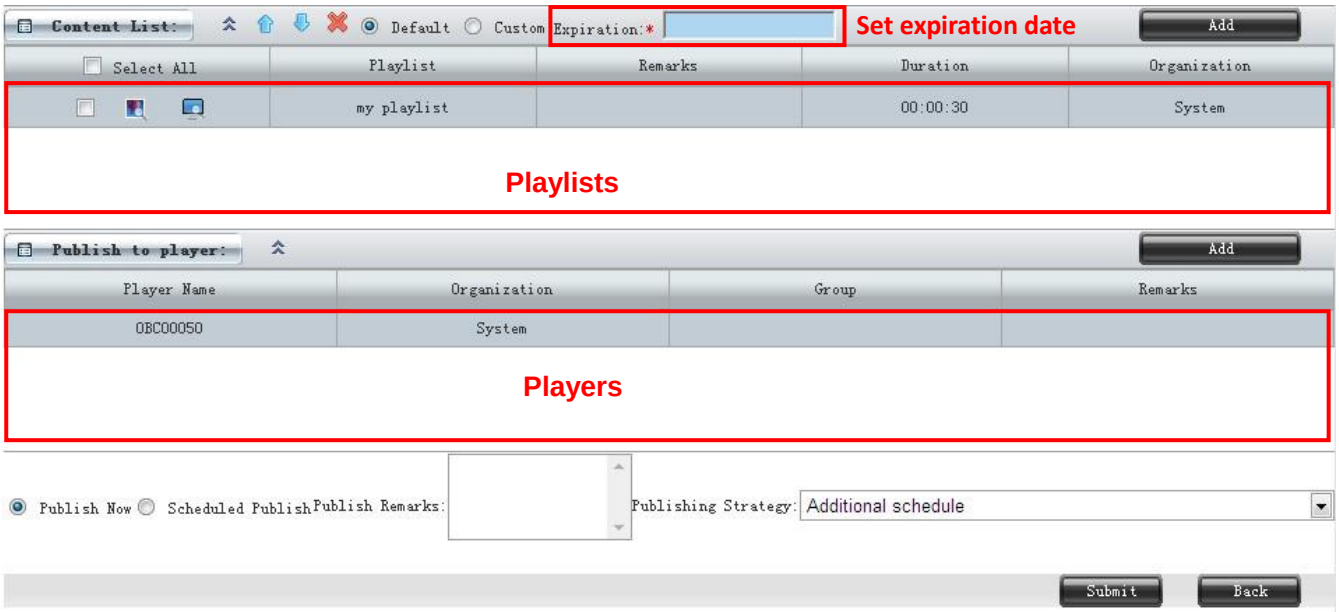
a. Click **Program Management -> Publish** on the left panel.
b. Click on the view button in front of a listed publication.
c. In the next window, view the publication details.
**TIP:** The **Republish** button at the bottom of this window also allows you to re-publish a program.

## To create a new publication:

a. Click **Program Management -> Publish** on the left panel.
b. On the **Publish** page, click **New**. Choose the playlist type for playback.

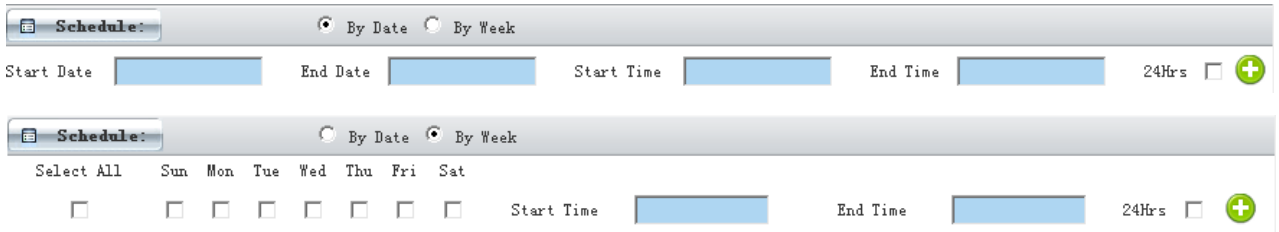



c. Then the publishing page appears allowing you to deploy your publish.




d. Select a playback pattern between **Default** and **Custom**.
The publishing page will be different as the playback pattern changes.

**Default playback** – plays in all blank periods that have no scheduled program. It only applies to playlists but not available for instant programs or texts.
**Custom playback** – plays during your scheduled periods prior to default playback. If this pattern is selected, the **Schedule** column will appear in the middle of the window for you to schedule your playback in daily or weekly mode.




**TIP:** Up to 10 schedules can be defined by clicking the icon .

e. Set the expiration date at the top of the window.
The expiration defines when system will remove the program from CDMS system and the players automatically.

f. Click **Add** in the **Content List** column to open the **Playlist** window for you to add playlists to be played back.
- In the window **Playlist**, the button **Add** allows you to add a playlist to the current content list without replacement, while the button **OK** allows you to replace the current playlists with the new ones.
- Click up/down arrows on top of the list to adjust the playback sequence.

- Click the button ✖ to remove a playlist from the list.

g. Click **Add** in the **Publish to player** column to open the **Player** window for you to add players that will play this program.
**NOTE:** In the window **Player**, the button **Add** allows you to add a player to the current player list without replacement, while the button **OK** allows you to replace the current players with the new ones.

h. Select the publish time.
**Publish Now** – The program will be published to players immediately after it is submitted.
**Scheduled Publish** – publish the program at a specific time. When this is selected, a time box will appear for you to specify the publish date and time.

i. Select a publish strategy.
- Additional schedule
- Overwrite the identical playlist and update playback sequence
- Overwrite the player schedule
- Overwrite and keep playback sequence

j. Click the button **Submit** at the bottom of the window, which will send the program to players at your specified date and time.

## To re-publish a program:

a. Open the re-publish page via one of the below ways.

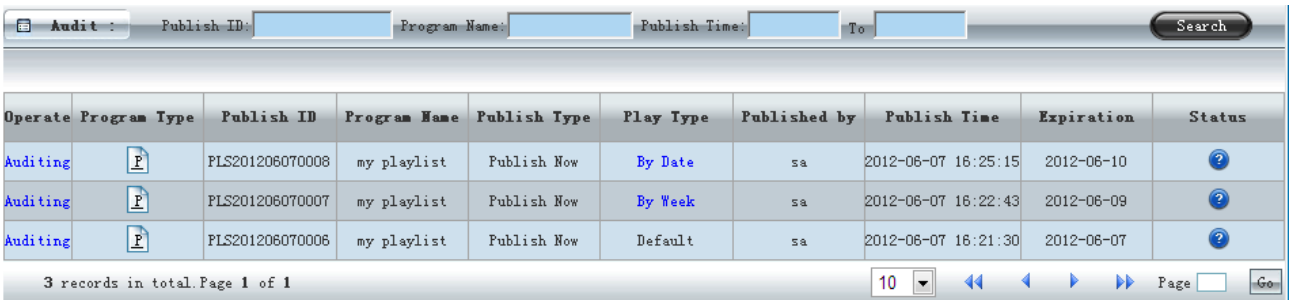
- Click **Program Management -> Publish** on the left panel, and then click the view button in front of a listed publication.
- Click **Program Management -> History** on the left panel, and then click on a publish ID in the history list.

b. Click the button **Republish** on the bottom of the re-publish page.
c. The program publishing page appears for you to republish the current program.

# Audit

If audit strategy is configured, you need to have your program audited before delivery to players.
**TIP:** Audit Strategy can be configured via **System Settings -> System Configurations -> Audit Strategy**. Refer to the chapter **System Configuration** for details.

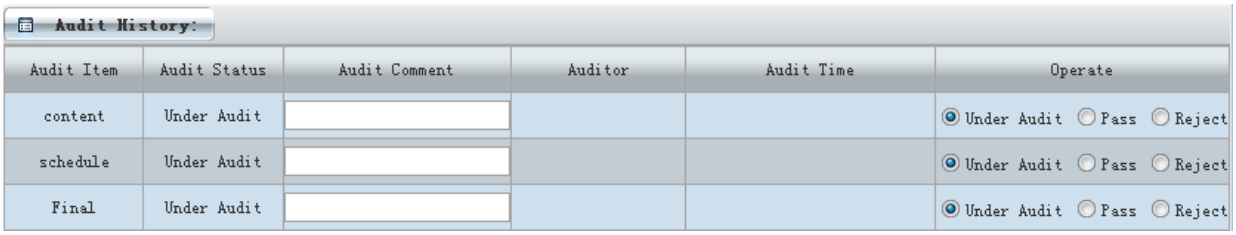
Click **Program Management -> Audit** on the left panel to present the **Audit** page which lists all programs waiting for audit.




**Search** – helps you to find an audit from the list using the multi criteria before this button.

## To audit a program:

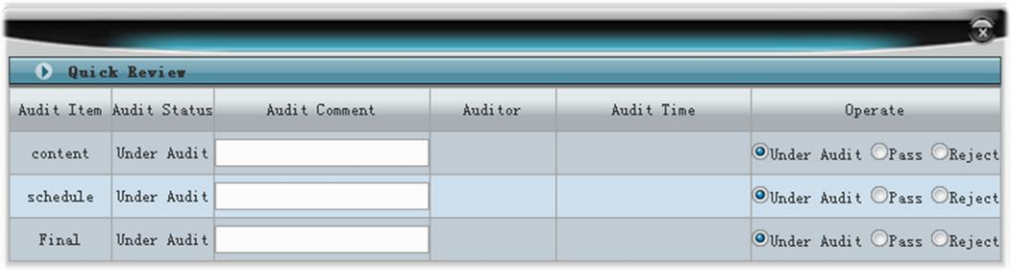
a. Click **Program Management -> Audit** on the left panel.
b. Click **Audit** at the head of a listed item.
c. On the **Audit** page, check the program content, schedule, playback players and etc.
d. Then give your audit opinions at the lower part of the page.




**NOTE**: *If an item is rejected, audit comment must be given.*

e. Click **OK** at the bottom to complete the audit.

**TIP**: You also can audit a program by clicking on the status icon which will call out a quick audit window.



# History

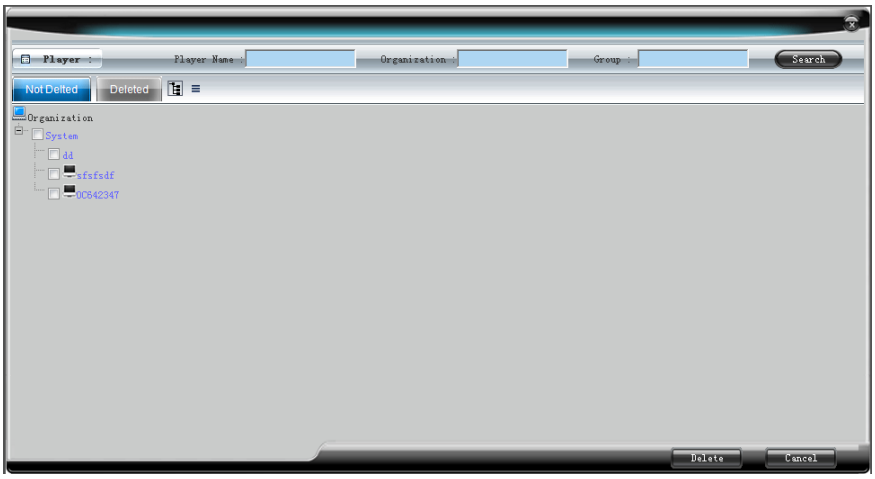
The menu **Program Management -> History** allows you to manage your publish history as well as republish programs.

**Search** – helps you to find a publication from the list using the multi criteria before this button.
**Clear** – removes the selected publications from the corresponding players.

**NOTE**: Pease make sure before clicking on the button **Clear**.

## To manage the players:

a. Click **Program Management -> History** on the left panel.
b. Click the edit button at the end of a row.
c. The prompted window presents the players that display the program.




d. To remove the presentation from a player, select the checkbox before it and then click the button **Delete** at the bottom.

## To re-publish a program from history list:

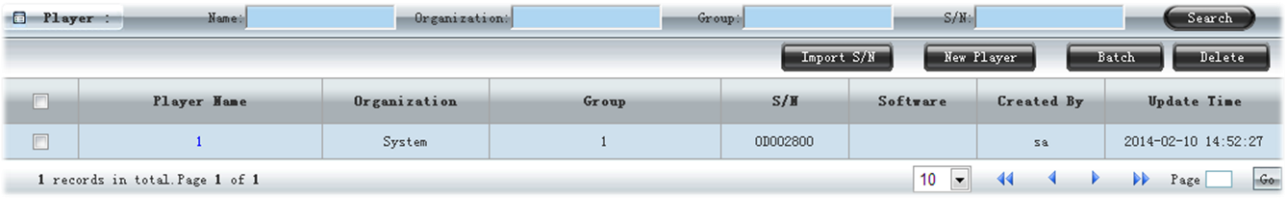
a. Click **Program Management -> History** on the left panel.
b. Click on a publish ID in the history list.
c. On the followed page, click the button **Republish** at the bottom.
d. Then the publishing page appears allowing you to deploy your publish.

# Chapter 7 Player Management

The menu **Player Management** allows you to manage the digital media players that will present your programs.

## Player

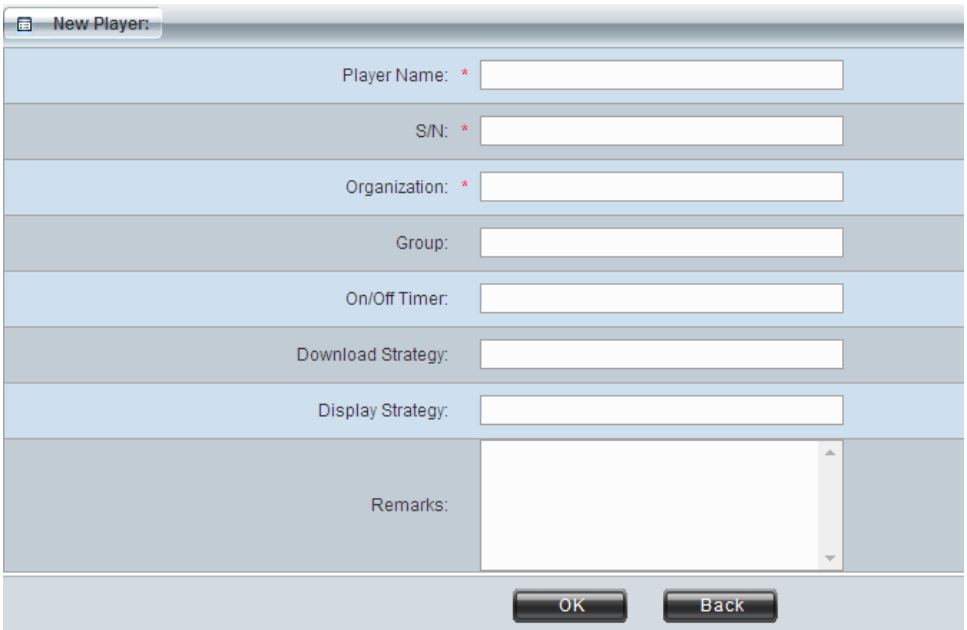
Click **Player Management -> Player** on the left panel to present the **Player** page which lists all the players registered on the system.




**Search** – helps you to find a player from the list using the multi criteria before this button.
**Import S/N** – allows you to import an S/N file to this system.
**New Player** – registers a new player.
**Batch** – registers several players.
**Delete** – removes players from the list.
**NOTE**: Import S/N before you register players. If a player is deleted, its S/N and license will be released and available again. Up to 500 players are supported.

### To register a new player:

a. Click **Player Management -> Player** on the left panel.
b. Click **Import S/N** to import the player S/N.
c. Click the **New** button in the upper right corner and enter the information required.



- Give the player a unique name.
- Click the S/N box to select a S/N from the S/N library which should be imported before you register players.
- The menu **System Settings -> Organization** allows you to build your organization.
- The menu **Player Management -> Group** helps you to classify your players.
- On/off timer controls the player on/off time.
- Download strategy defines when the programs will be downloaded to players from server.
- Display strategy defines brightness, saturation and contrast of player screens.

d. Click **OK** to complete.

## To register several players:

a. Click **Player Management -> Player** on the left panel.
b. Click **Import S/N** to import the player S/N.
c. Click the **Batch** button in the upper right corner and enter the information required.

d. Click **OK**.
The new players will be added to the list with automatically generated name, S/N, etc.

## To edit a player:

a. Click **Player Management -> Player** on the left panel.
b. Click on a player name to present the player editing page.

***Player Info***

- **Edit** – allows you to edit the player parameters, such as name, on/off time, organization, etc.

- **Copy Schedule to** – allows you to copy playback arrangements from this player to other players for efficient, so that you do not need to re-publish the same program.
  **NOTE:** If the **Schedule** column is in **Playlist** page, the schedule of playlist will be copied, while in **Instant Play** page, the schedule of instant play will be copied.

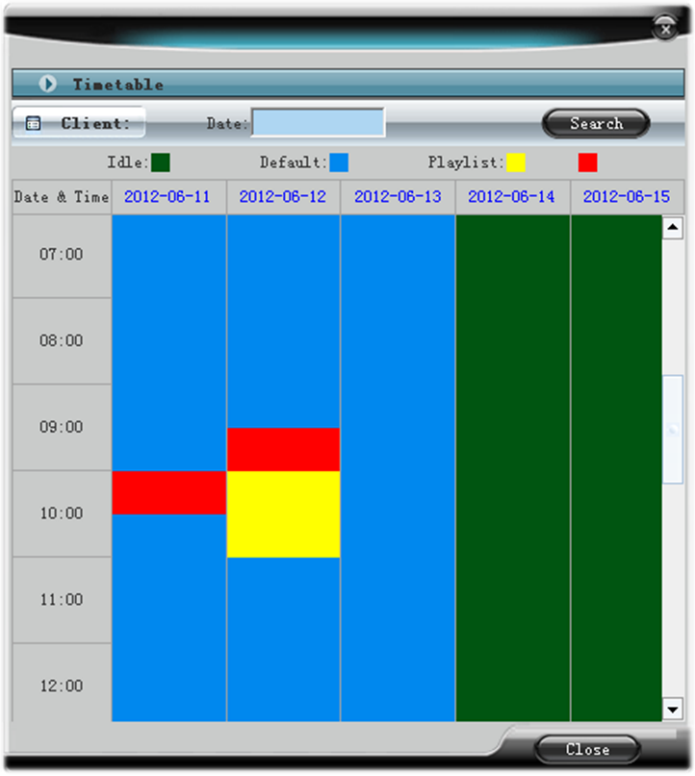
- **Back –** returns to the **Player** page.

***Schedule***

- **Timetable –** gives you a visualization view of the program schedules.
  In the **Date** box, specify the date that you want to view the schedule, and then click **Search**.
  Then schedules of the specified day and the next 4 days will be given.

The color-coded icons indicate the schedule status.

: Blank periods
: Default playback
: Custom playback
: Custom playback




Clicking on a date displays the schedule details.

| Date & Time | 2012-06-11 |
|---|---|
| 00:00 - 10:00 | default |
| 10:00 - 10:30 | playlist or instant play |
| 10:30 - 23:59 | default |

**NOTE**: Yellow and red bars all indicate schedules occupied by custom plays. Two colors are used just for ease of distinguish between the neighbored bars.

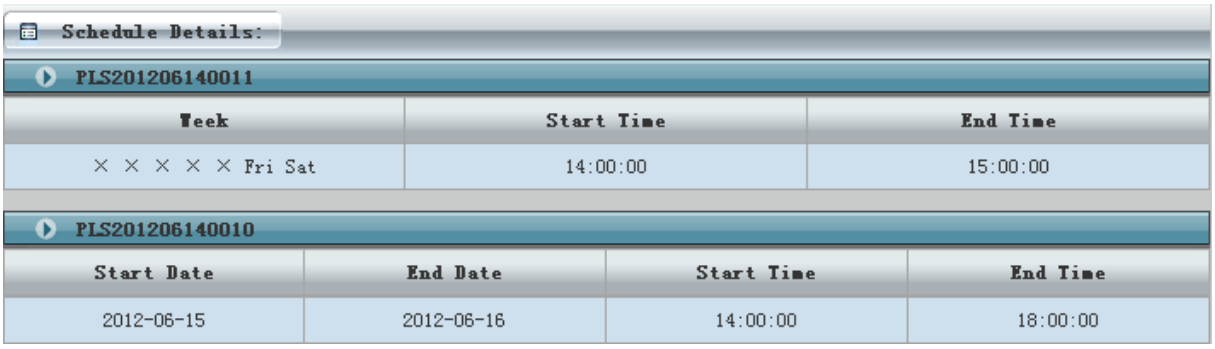
- **Conflict –** helps you to check if there is any schedule conflict.

Schedule Conflicts:

| Details | Program Type | Publish ID | Playlist | Expiration | Published by |
|---|---|---|---|---|---|
| Player Details | | PLS201206140011 | my playlist | 2012-06-17 | sa |
| | | PLS201206140010 | my playlist | 2012-06-16 | sa |

**NOTE:** The conflict checking feature is applied only to playlists but not to instant plays, as instant plays will be played back immediately with highest priority and no conflict is supposed to occur.

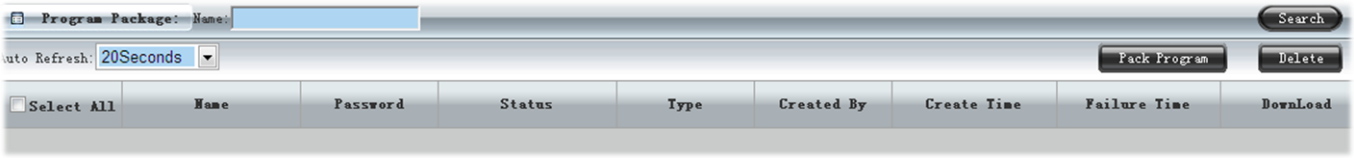
Click **Player Details** to view the conflict details.




- **Pack Program** – allows you to pack a program, so that it can be then delivered to players using a USB disk.
- **Delete –** removes a program schedule from the current player.

## To export a program:

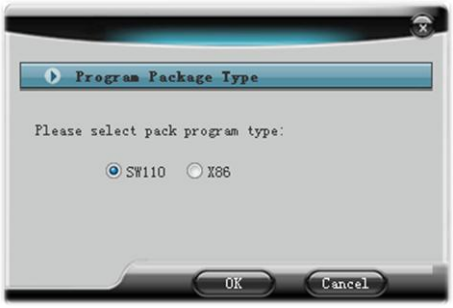
a. Click **Player Management -> Player** on the left panel.
b. Click on a player name to present the player editing page.
c. Click **Pack Program** to present the **Program Package** window.



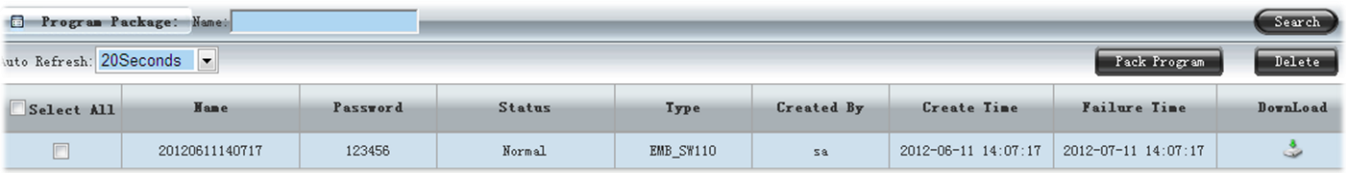

d. Click on the button **Pack Program**.
e. Select the package type in the pop-up window.

**SW110** – pack programs for embedded players
**X86** –pack programs for PC based players.

Click **OK** to start the packaging process.




f. When the process is completed, the **Program Package** window will be shown as below.




g. Click the download button to download the program package to your PC as a compressed file.
h. Unpack the program package and copy the folders **Media** and **System** to a USB disk for delivery.

**NOTE:** Unpacking the program package requires a password, which is 123456 by default. The password can be changed on the user information page via the menu **System Settings -> User**. See the chapter **User**.

# Status

This menu allows you to view status of your players that may scattered in many places.
Click **Player Management -> Status** opens the **Status** page.

**Search** – helps you find a player to view its status using the multi criteria before this button.
**Bandwidth** – allows you to set the maximum bandwidth for a player to download programs from the server. If not configured, the bandwidth will be the default maximum value. If you want to remove the configuration, just leave it blank.

**TIP**: By setting bandwidth, you can control the download speed and save bandwidth for other business. This is especially important for such industries as banks.

**Export** – allows you to export the current player status.
**Control Tools** – the buttons in the red rectangle can help you control the players across network.
**Last Heartbeat** – the time that the player recently communicated with the server.

## About player status:

| Icon | Player Status | Icon | Player Status |
|---|---|---|---|
| | Unknown | | Background Download |
| | Login | | Update |
| | Connection Lost | | Abnormal |
| | Play | | Offline |
| | Stop | | Offline for days (Offline 24hrs+) |
| | Download | | |

- You can view the player status in list, thumbnail or screenshot mode.
- The screenshot mode can present to you the live real-time snapshots of displays on the players, which is available only for X86 players.

## To export the player status report:

a. Click **Player Management -> Status** on the left panel.
b. Click **Export** on the **Status** page.
c. Then an excel file will be generated.

## To control a player across network:

a. Click **Player Management -> Status** on the left panel.
b. Select a player or several players you want to operate.
c. Then click a control button to send your commend.

| Button | Function | Description |
|---|---|---|
| | Play | Start to play the programs |
| | Stop | Stop playing |
| | Reboot | Restart the player |
| | Sleep | Put the player to sleep |
| | Wake Up | Wake up the player from sleep |
| | Set Volume | Set the playback volume of players. |

## To view the detailed status of a player:

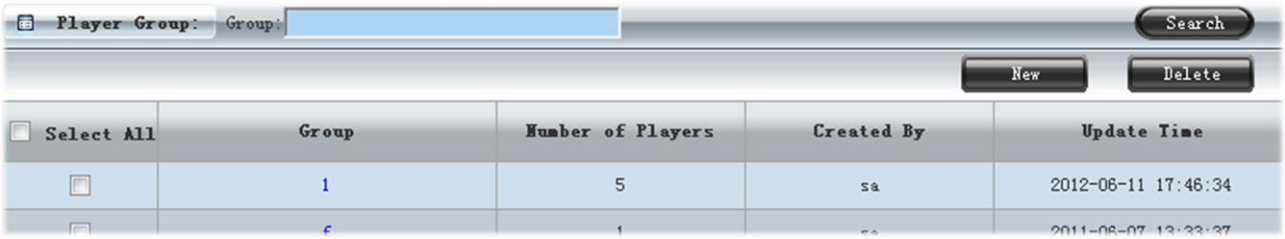
a. Click **Player Management -> Status** on the left panel.
b. Click on a player name to view its details, including **Player Status Info** and **Schedule**.

**TIP**: **Progress** on this page refers to the program download progress on the player.
**NOTE**: Some player parameters may be not provided. You can contact our support team if you need customization parameters.

# Group

If you have many players, grouping players will make player management and searching much easier in the future. The classification criteria can be the player application, location or any of your preferences.

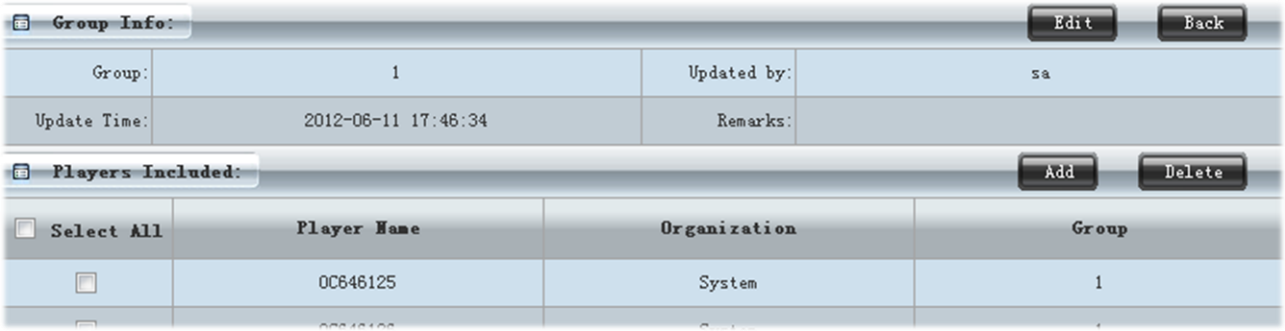
Click **Player Management -> Group** opens the **Group** page.




**Search** - helps you to find a group using the multi criteria before this button.
**New** – builds a new player group.
**Delete** – removes a group or several groups.

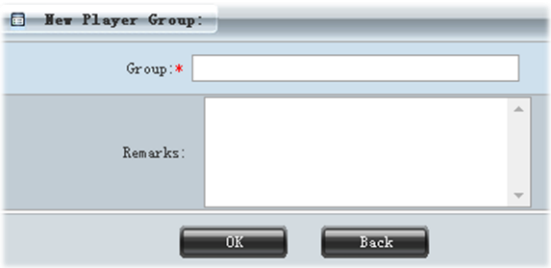
## To view or edit a group:

a. Click **Player Management -> Group** on the left panel.
b. Click on a player name to see the details or edit the group.




## To build a new group:

a. Click **Player Management -> Group** on the left panel.
b. Click **New** on the **Group** page and follow the window instructions.
   - Give it a unique name, possibly include some remarks.
c. Click **OK** to continue.




d. Then you'll be asked whether to assign players or not. Click **OK** to open the following window. Click **Cancel** to return to the **Group** page and you can assign players later.

**Edit** – allows you to edit the group name and remarks.
**Back** – returns to the **Group** page.
**Add** – allows you to select players from all the players and have them assigned to the group.
**Delete** – removes a player or several players from this group.

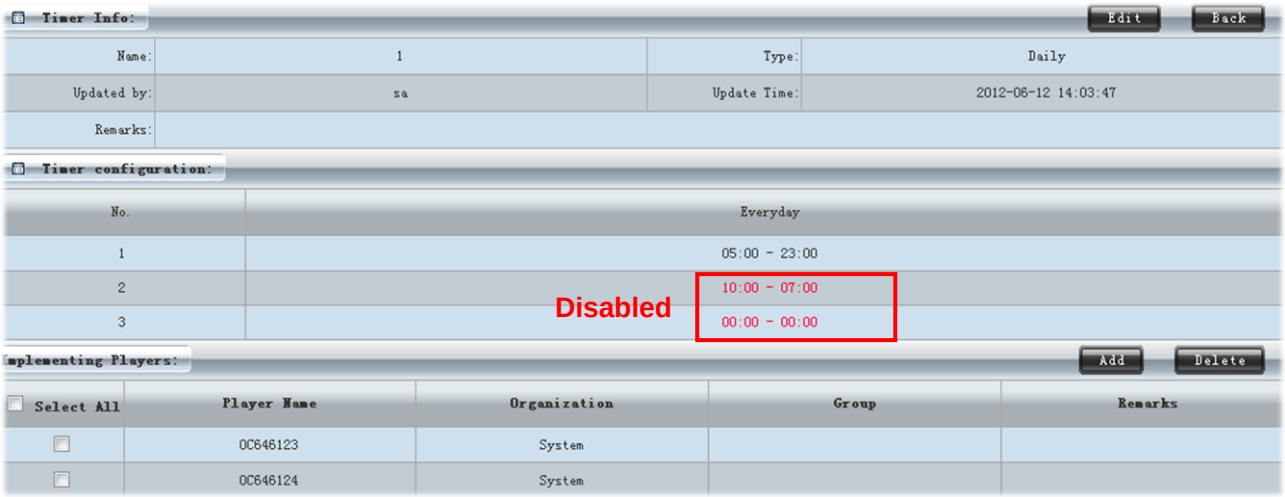
# On/Off Timer

This menu helps you to control the player on/off time across network.
Clicking **Player Management -> On/Off Timer** opens the **On/Off Timer** page.

**Search** - helps you to find a timer by its name.
**New** – builds a new player on/off timer.
**Delete** – removes a timer or several timers.

## To view or edit a timer:

a. Click **Player Management -> On/Off Timer** on the left panel.
b. Click on a timer name to see the details or edit the timer.



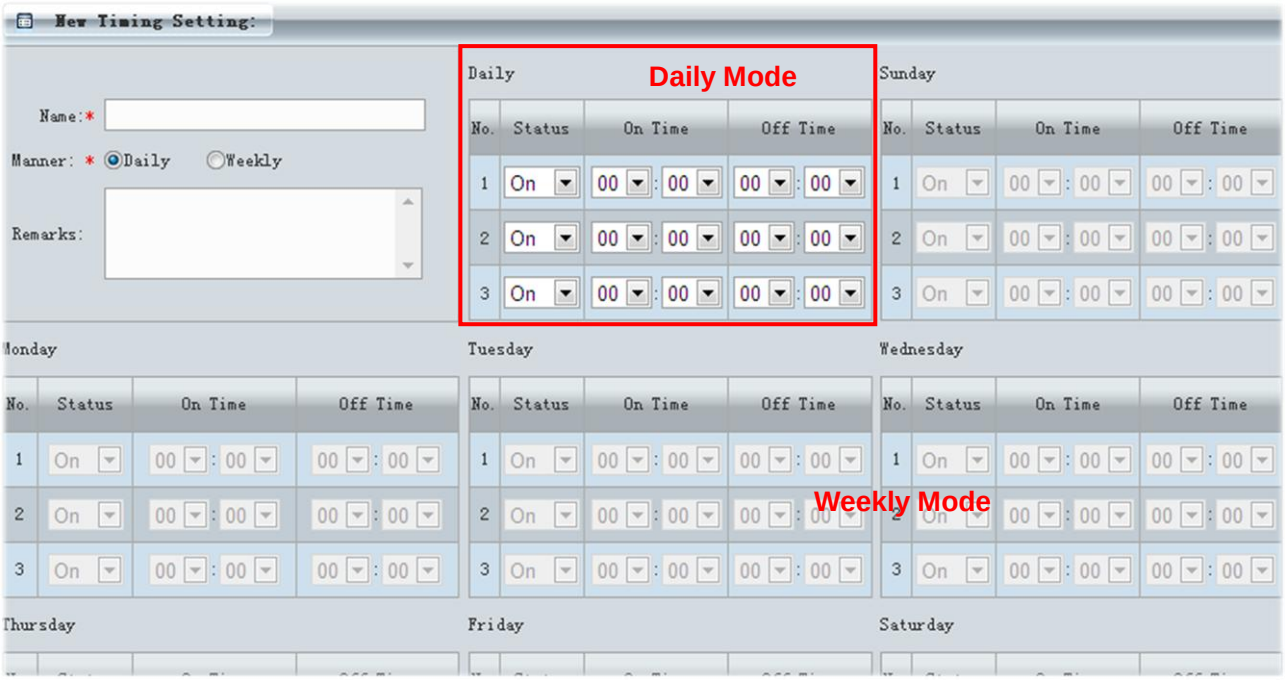
The column **Implementing Players** lists all the players this timer will apply to.

**Edit** – allows you to edit the timer name, on/off manner and times.
**Back** – returns to the **On/Off Timer** page.
**Add** - increases one or more players that will use this timer.
**Delete** – removes one or more players that will use this timer.

**NOTE**: The settings in red are disabled.

## To build a new timer:

a. Click **Player Management -> On/Off Timer** on the left panel.
b. Click **New**.




c. Give it a unique name.
d. Select an on/off manner, daily or weekly.
**Daily** – turns on/off the player automatically at your specified time every day.
**Weekly** –turns on/off the player automatically at your specified time on each day of every week.

**TIP**: Up to 3 on/off timers can be set in each mode. **Status** allows you to enable or disable a timer.

e. After configuration, click **Save** to save the timer. Click **Reset** to reset the settings. Click **Back** to return to the **On/Off Timer** page without saving changes.

**For Example:** To let some players on at 5:00 and off at 23:00 every day:

1. Click **Player Management -> On/Off Timer** on the left panel.
2. Click **New**.
3. On the next page, set the **Manner** as **Daily**.
4. Enable the No.1 timer by changing its **Status** to **On** and disable the other two timers.
5. Change the number in **On Time** box to 05:00 and **Off Time** to 23:00.
6. Click **Save** to accept the changes.
7. On the **On/Off Timer** page, click the timer name.
8. On the next page, add players that you want to include to the timer.
9. Then the on/off timer will apply to these players.

# Download

This menu allows you to control the player download time across network to avoid network congestion caused by excessive concurrent downloads.

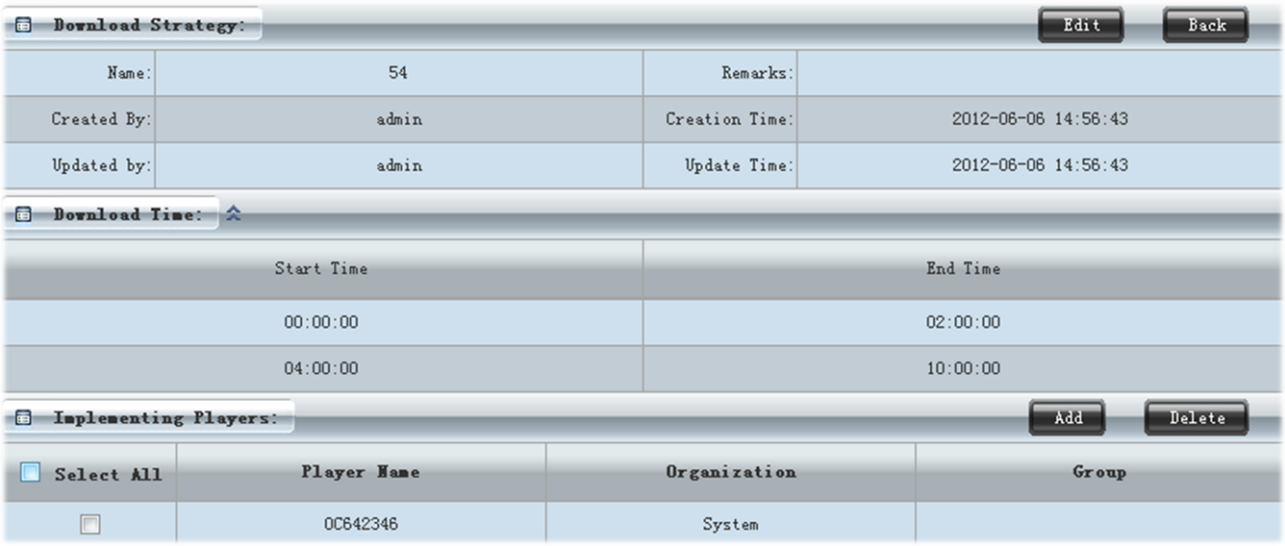
**NOTE**: The download strategy applies only to playlist downloads, but not to instant plays or system upgrades. The player will detect system upgrades at every boot, instant plays every three minutes after boots, while the playlists just during the periods defined by the download strategy. Once program updates or system upgrades are detected, they'll be automatically downloaded.

Clicking **Player Management -> Download** opens the **Download** page.

**Search** - helps you to find a download strategy by its name.
**New** – builds a new download strategy.
**Delete** – removes a download strategy or several download strategies.

## To view or edit a download strategy:

a. Click **Player Management -> On/Off Timer** on the left panel.
b. Click on a download strategy name to see its details or edit the strategy.

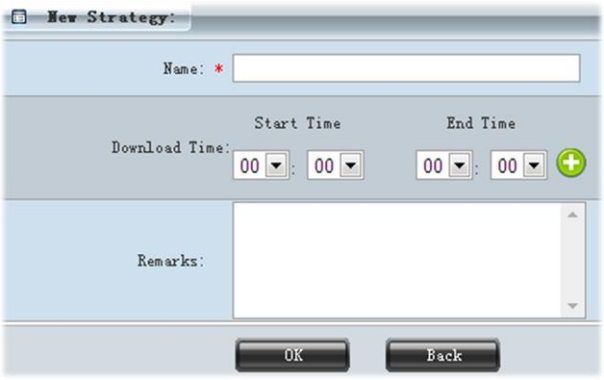



The column **Implementing Players** lists all the players this strategy will apply to.

**Edit** – allows you to edit the strategy.
**Back** – returns to the **Download** page.
**Add** - increases one or more players that will use this download strategy.
**Delete** – removes one or more players that will use this download strategy.

## To build a new download strategy:

a. Click **Player Management -> Download** on the left panel.
b. Click **New**.
c. Give it a unique name, possibly include some remarks.
d. Set the download start and end time.
**TIP**: Up to 10 periods can be defined. Click the icon to add a new one.
e. Click **OK** to complete.




**NOTE**: The periods should not overlap, or there will be time conflict and a warning message will be given.

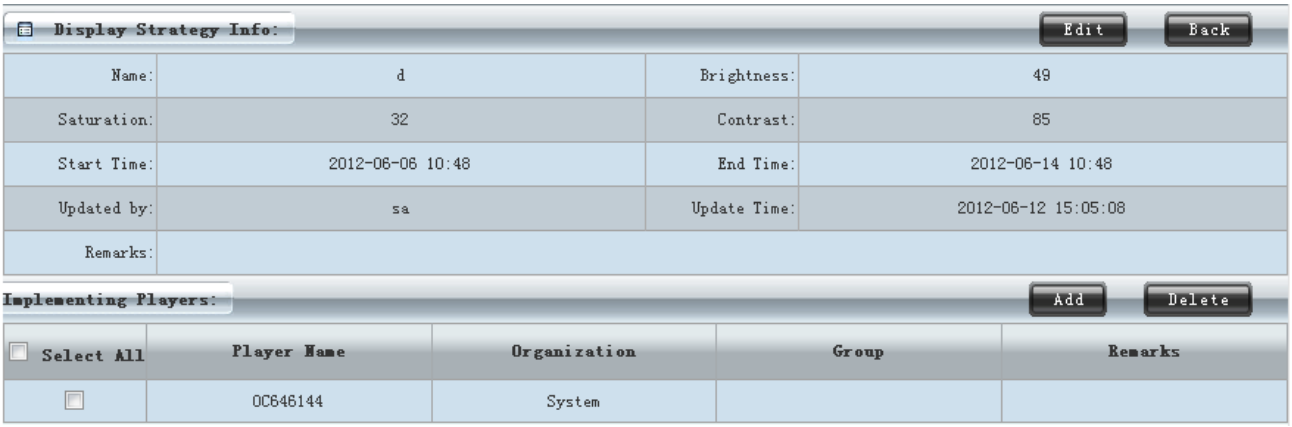
# Display

This menu allows you to control the player displays across network.
Clicking **Player Management -> Display Strategy** opens the **Display Strategy** page.

**Search** - helps you to find a display strategy by its name.
**New** – builds a new display strategy.
**Delete** – removes a display strategy or several display strategies.

## To view or edit a display strategy:

a. Click **Player Management -> Display Strategy** on the left panel.
b. Click on a display strategy name to see its details or edit the strategy.

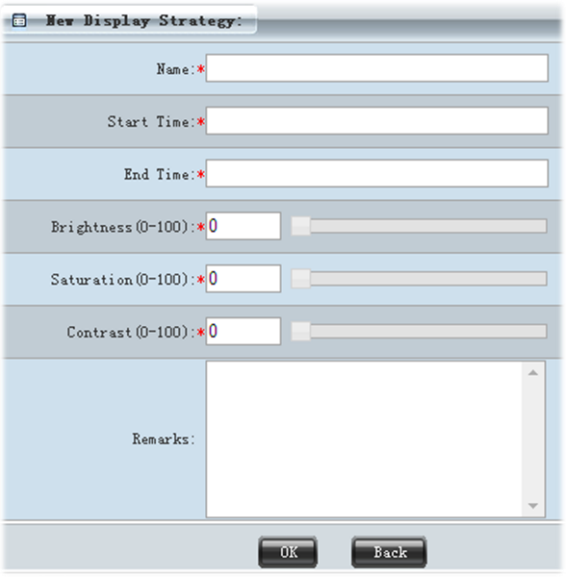



The column **Implementing Players** lists all the players this strategy will apply to.

**Edit** – allows you to edit the strategy.
**Back** – returns to the **Display Strategy** page.
**Add** - increases one or more players that will use this display strategy.
**Delete** – removes one or more the players that will use this display strategy.

## To build a new display strategy:

a. Click **Player Management -> Display Strategy** on the left panel.
b. Click **New**.
c. Give it a unique name, possibly include some remarks.
d. Set the start and end time during which this strategy will work.
e. Adjust the brightness, saturation and contrast by entering numbers in the box or just dragging the slider.
f. Click **OK** to complete.

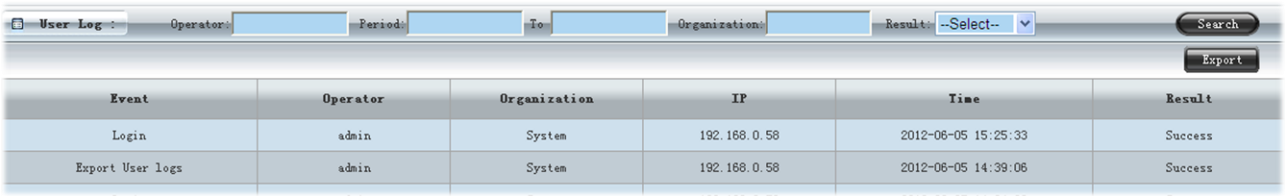


# Chapter 8 System Logs

The menu **System Logs** allows you to view records of user operations and player events, and monitor the player status in real time across network, which help you timely locate exceptions and find reasons.

## User Operations

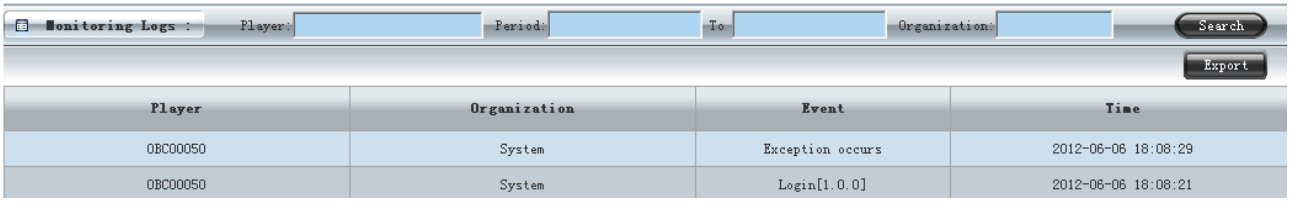
Click **System Logs -> User Operations** on the left panel to present the **User Operations** page. This page lists all histories of user operations.




**Search** – helps you to find history operations from the list using the multi criteria before this button.
**Export** – exports the user operation log to an Excel file.
**NOTE**: Only operations of users that belong to this organization or its sub-organizations can be viewed or exported.

## Player Monitoring

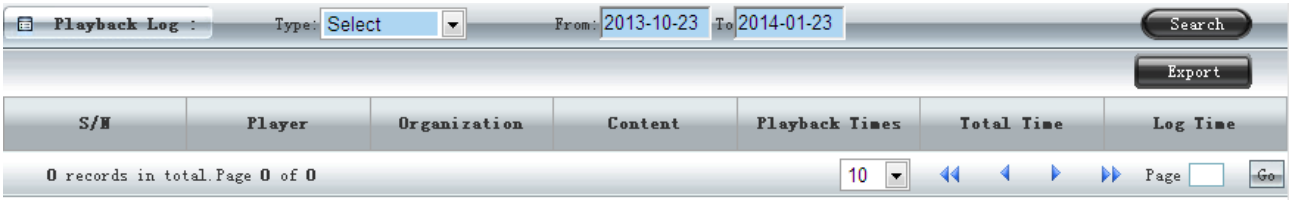
Click **System Logs -> Player Monitoring** on the left panel to present the **Player Monitoring** page that lists such player events as download, login, upgrade and exceptions.




**Search** – helps you find history events from the list using the multi criteria before this button.
**Export** – exports the player log to an Excel file.
**NOTE**: Only records of players that under your control can be viewed or exported.

## Playback Log

Click **System Logs -> Playback Log** on the left panel to present the **Playback Log** page.




**Search** – helps you find playback records of players, media contents or media groups using the multi criteria before this button.

**Export** – exports a type of playback log to an Excel file.

**NOTE**: Only records of players that under your control can be viewed or exported.

## To export a playback log:

a. Click **System Logs -> Playback Log** on the left panel.

b. Select a log type in the **Type** box and specify the date range.
   Player – gives playback records of each player.
   Media – gives playback records of each media item.
   Media Groups – gives playback records of each group.

c. Click the button **Search** to get the log list.

d. Click **Export**.

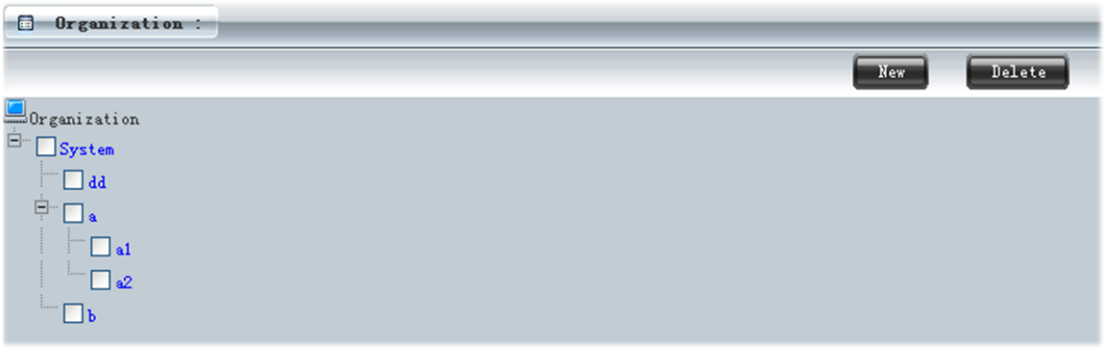
# Chapter 9 System Settings

The menu **System Settings** on the left panel allows you to make settings on this digital signage system and users.

## Organization

Organization divides the whole networked digital signage system into different levels, thus achieving the management of subordinates, including their users, players, media files, etc.

Click **System Settings -> Organization** on the left panel to open the **Organization** page which displays the networked organization tree.



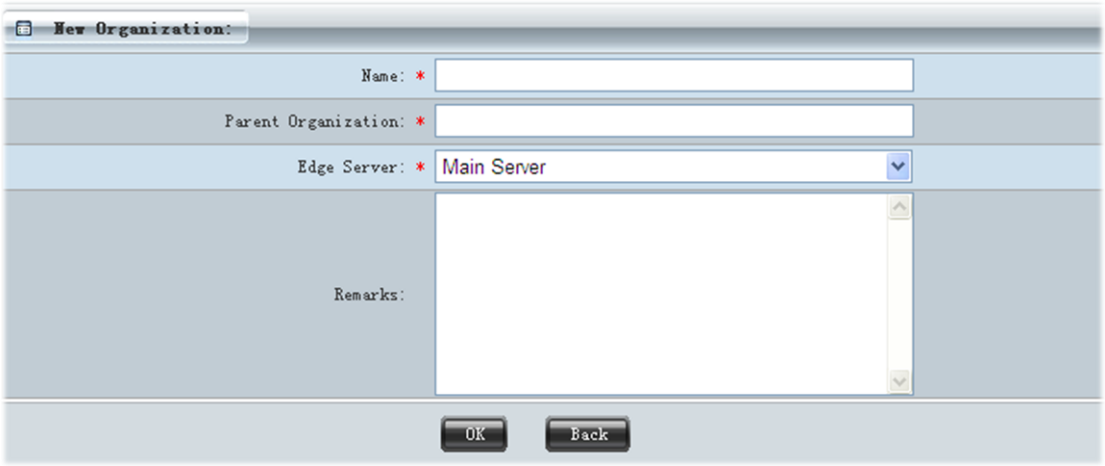

**New** – builds a new organization.
**Delete** – removes the selected organizations from the whole network system.

**NOTE**:

- You can only build or delete subordinate organizations and only the organization at the bottom level can be deleted. If an organization is deleted, all its information, such as user, media files, playlists and players, will be cleared.
- The default organization **System** cannot be deleted.
- You cannot see information of organizations at the same level.

### To build a new organization:

a. Click **System Settings -> Organization** on the left panel.
b. Click **New** in the upper right corner.




c. Input the required information.
   - Give it a unique name among the organizations of the same level.
   - Parent organization – defines which organization this one belongs to.
   - Edge Server – specify which server is used to broadcast programs to players.

d. Click **OK** to complete. The new organization will then be displayed in the organization tree.

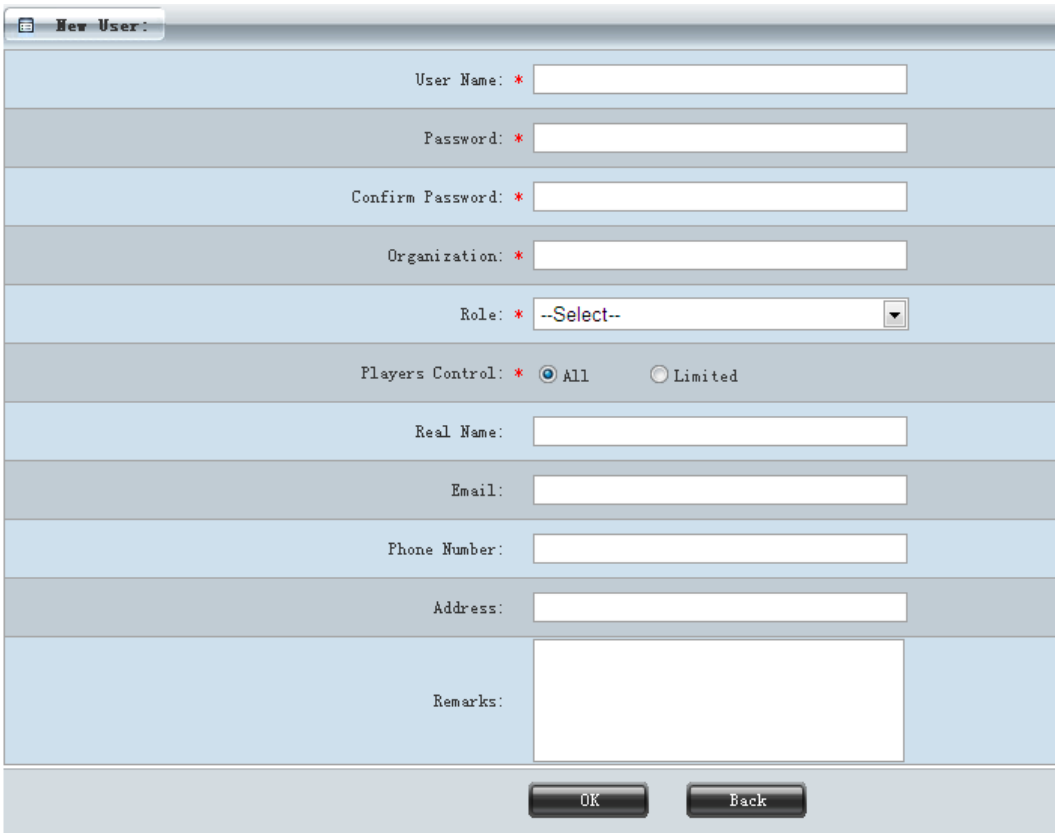
# User

Click **System Settings -> User** on the left panel to open the **User** page which helps you to manage the users.

**Search** – helps you find a user or some users using the multi criteria before this button.
**New** – creates a new user.
**Delete** – removes the selected users.

## To create a new user:

a. Click **System Settings -> User** on the left panel.
b. Click **New** in the upper right corner.




c. Enter the required user information.
**User Name** – the name must be unique.
**Password** – the user login password.
**Organization** – specifies which organization this user belongs to.
**Players Control** – specifies if all the players can be controlled by this user.
**Role** – defines rights level of this user. There is no role but 'admin' to select before you create one.
**TIP**: The menu **System Settings -> Role** allows you to create roles with different permissions.

d. Click **OK**. If all players are under control of this user, **OK** will complete the creation. If **Limited** is selected, you'll be prompted to assign players to this user.

e. Click **OK** to assign players to this user, or **Cancel** to assign later.

**Edit** – allows you to edit the user information.
**Set Pack Password** – allows you to configure a program package password for this user.
**Reset Login Password** – allows you to restore the login password for this user to the original 123456.
**Back** – returns to the **User** page.
**Players Under Control** – lists all the players that this user can control.
**Add** – adds players to this user.
**Delete** – removes players from this user.

f. Click **Add** to add players to this user.

## To view or edit user details:

a. Click **System Settings -> User** on the left panel.
b. Click on a user name to view or edit the details.

**Edit** – allows you to edit the user information.

**Set Pack Password** – allows you to configure a program package password for this user.

**NOTE**:

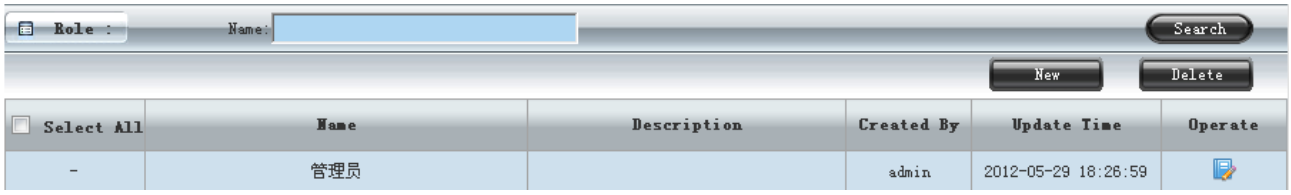
- For safety, when you pack programs, a password is involved. Default: 123456.
- Unpacking a program requires password.
- Different users can have different pack passwords.

**Reset Login Password** – allows you to restore the login password for this user to the original 123456.

**Back** – returns to the **User** page.
**Players Under Control** – lists all the players that this user can control.

# Role

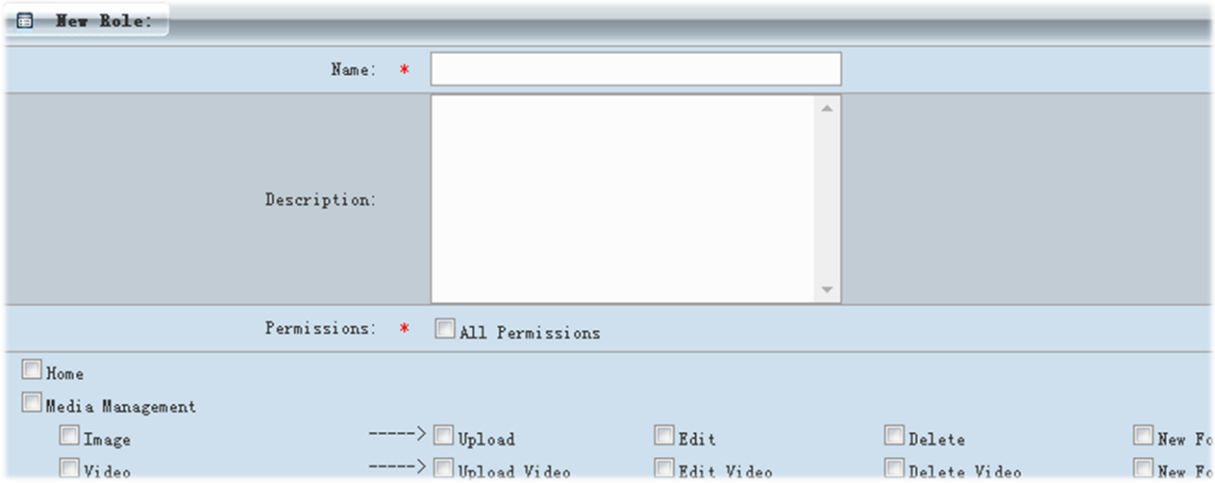
Click **System Settings -> Role** on the left panel to open the **Role** page which allows you to create roles with different permissions, so that you can distinguish users according to their roles.




**Search** – helps you find a role by its name.
**New** – creates a new role.
**Delete** – removes the selected roles.

## To create a new role:

a. Click **System Settings -> Role** on the left panel.
b. Click **New** in the upper right corner.




c. Give it a unique name and grant permissions by selecting the checkboxes before operations.
d. Click **OK** to complete.

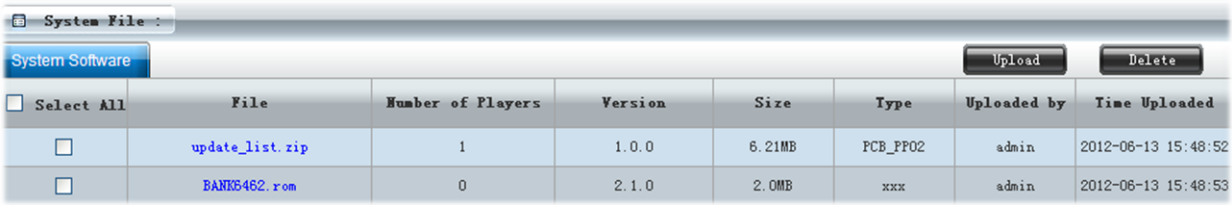
**NOTE:** The role you created should have lower rights level than you have.

### To edit a role:

a. Click the edit button after the role you want to edit on the **Role** page.
b. On the next page, edit the role name and permissions.

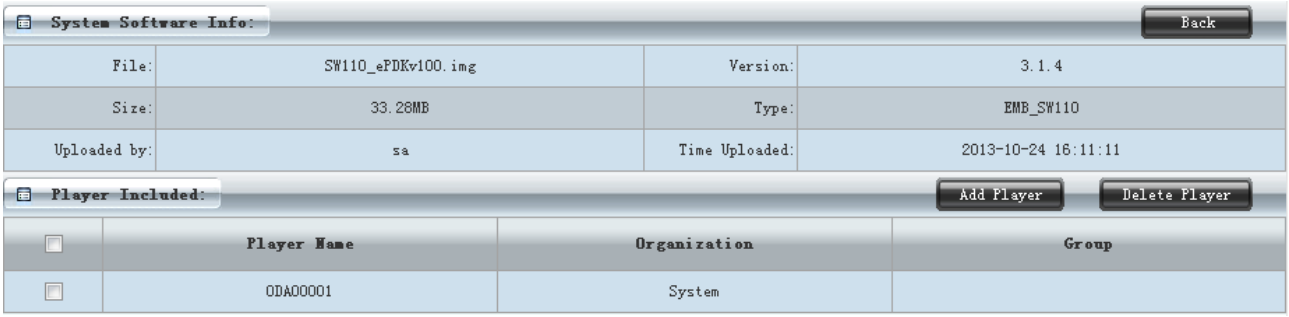
## System Soft

The player will detect upgrade file regularly. Once detected, the files will be downloaded automatically by the player.
Click **System Settings -> System Soft** on the left panel to open the **System Soft** page.




**System Software** – files to upgrade players. Only .Rom, .Img, .Zip files are supported.
**Upload** – uploads system software or files. Batch upload is supported.
**Delete** – removes system software or files.

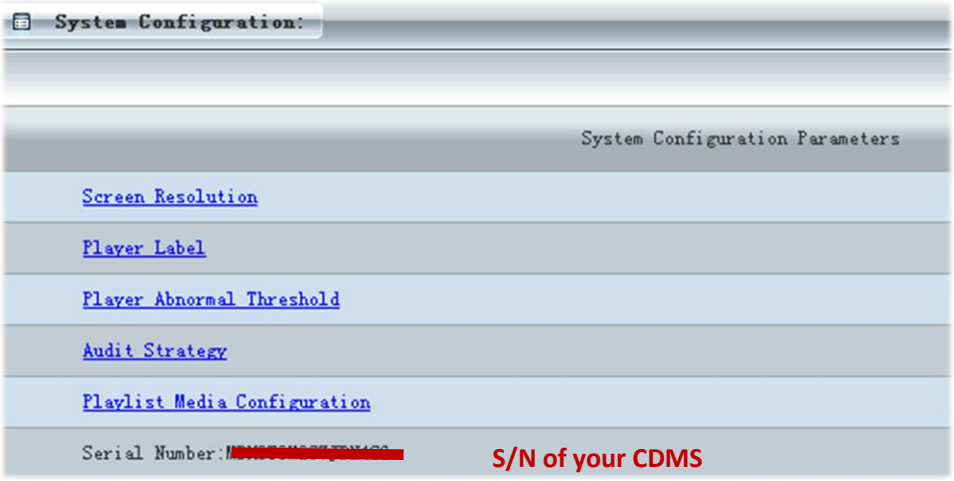
Clicking on a file name opens the below window, which gives the file details and its applying players.



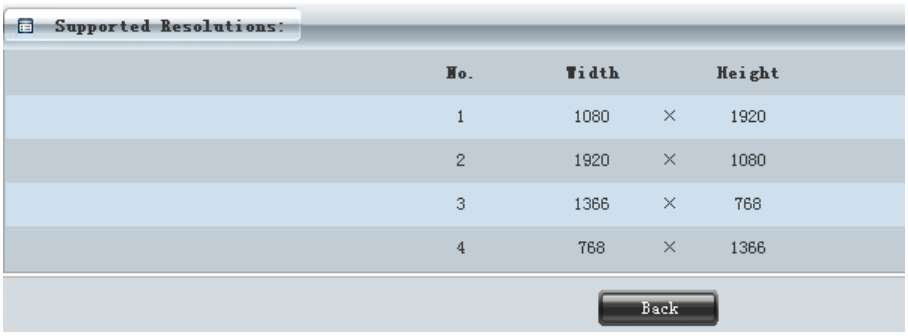

The column **Player Included** lists all the players this software will apply to and only these players will download this upgrade file.
**Add Player** – increases one or more players to this list.
**Delete Player** – removes one or more players from this list

## System Configuration

Click **System Settings -> System Configuration** on the left panel to open the **System Configuration** page which provides you access to configure system parameters.



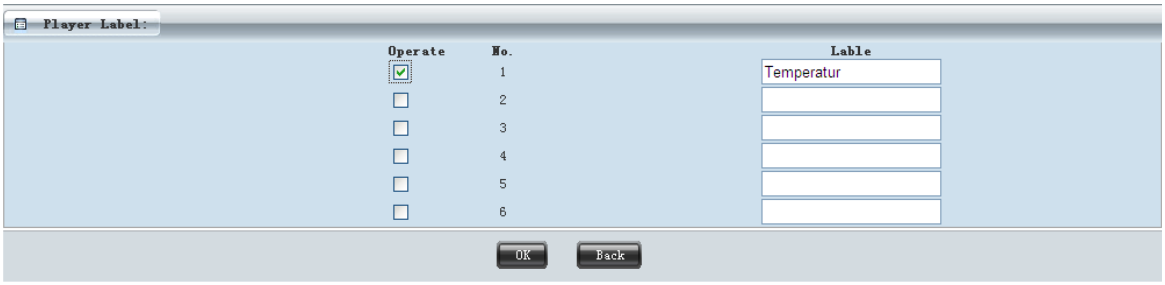

- **Screen Resolution** – presents all supported screen resolutions.




- **Player Label** – allows you to customize player labels which will then be displayed on the Player Information" interface.

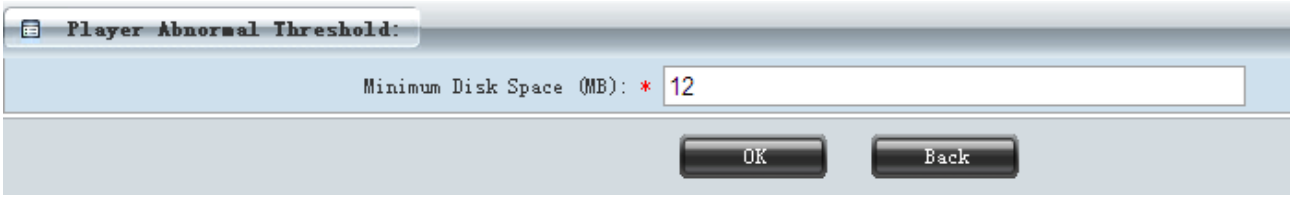
**For Example**: To get the environment temperature information of the player:

1. Click **Player Label** to open the **Player Label** window.




2. In the **Label** field, input **Temperature**, and then select the checkbox to enable the label.
3. Click **Ok** to complete.
4. Then this label will appear on the **Player Info** page which can be accessed by clicking on the name of this player on the page **Player Management -> Player**.

- **Player Abnormal Threshold** – allows you to customize the thresholds of system parameters. System will give alarms if the free disk space of a player is lower than the preset threshold.

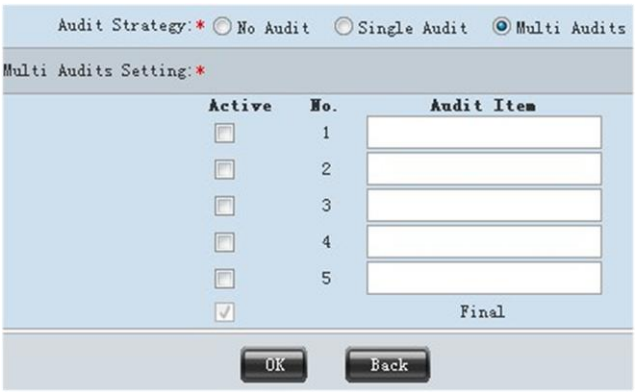



- **Audit Strategy** – allows you to define how the programs to be audited before delivery. See **Program Management -> Audit** for more information.

**No Audit** – programs will be delivered to players directly after publish.

**Single Audit** – have programs through **Final Audit** before delivery.

**Multi Audits** - have programs through custom audits first and then **Final Audit** before delivery.




- **Playlist Media Configuration** – allows you to configure all the image files in the playlists uniformly.

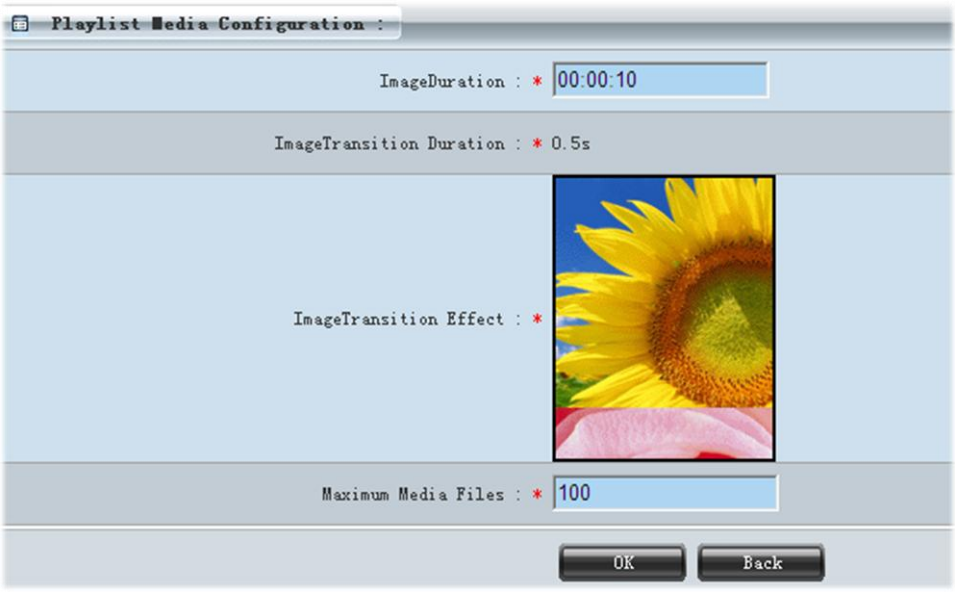
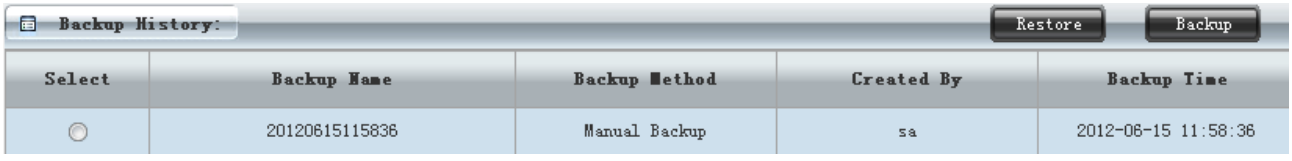



**Image Duration** - allows you to define the default playback duration of an image. The duration can be changed when you edit the playlist.
**Image Transition Duration** - allows you to define the default transition interval time between two images and cannot be changed.
**Image Transition Effect** - allows you to choose the default transition effect that is used to introduce the next image to replace the current one. The transition effect can be changed when you edit the playlist.
**Maximum Media Files** – defines the maximum number of media files in an image or video zone of a playlist.

# System Backup

Click **System Settings -> System Backup** on the left panel to open the **System Backup** page which allows you to backup the system in case of failures.




**Restore** - select the backup file you want to restore to, and then click the button **Restore** to recover the system.
**NOTE**: System restore will affect the current users and require re-login. Please be careful.

**Backup** - allows you to backup the system manually.

There are two backup methods:

- **Manual Backup** - Click the button **Backup** to backup the latest database and media files.

- **Scheduled Backup** - System will backup automatically at 3 o'clock a.m. every Sunday.

**NOTE**: Only Administrators can delete backup files.

# Chapter 10 FAQ

## *What does the digital signage system consist of?*

A typical digital signage network is comprised of a centrally located management server, internet and networked display terminals installed at various locations.

## *What should I do if I forgot my login password?*

Ask some other user who has password reset permission to help reset your password.

## *What types of media files are supported?*

Image: *.jpg; *.jpeg; *.bmp; *.png; *.gif
Video: *.avi; *.mpeg; *.wmv; *.mpg; *.ra; *.rm; *.ram; *.rmvb; *.dat; *.mov; *.asf; *.mtv; *.mkv; *.3gp; *.mp4; *.amv; *.dmv; *.swf; *.divx; *.ts; *.flv

## *What is maximum file size for a single media file?*

The maximum image size is 10MB and video size is 1GB. We recommend reserving a safety margin to avoid exceeding the limit.

## *Some buttons cannot be displayed normally with a red X?*

This might happen due to Adobe Flash not being installed or a low version of Flash being installed. The latest version is recommended. Please visit: http://www.adobe.com/downloads/.

## *Why can't a program play after publish?*

If you have enabled the program approval feature, audit will be required before playback. To check if this feature is enabled, click **Audit Strategy** in **System Configuration** page under the menu **System Settings**. If **No Audit** is selected, the program will be played back at your specific time. If **Single Audit** or **Multi Audits** is selected, programs need to pass the audit to play.

## *How can I interrupt the current program to bring the latest news?*

Under the menu **Program Management**, the **Instant Play** page can help you publish your urgent programs or text.

## *What is the playback order for multiple programs to be played?*

If there is no program being played, system will play these programs in publish order immediately. If there is a program being played, these programs will be played back after the current one and in publish

order. In both occasions, if an instant program or text is published to the player, it will be played immediately prior to all the other programs.

## *I was prompted with the message "a pop-up window was blocked" when I was to preview the playlist?*

That **Pop-up Blocker** is turned on in Internet Explorer is the reason. To turn it off, click the **Tools** button, point to **Pop-up Blocker**, and then click **Turn Off Pop-up Blocker**.

## *How can I view the operation records?*

User operation records are available on the **System Logs -> User Operations** page.
Player operation records are available on the **System Logs -> Player Monitoring** page.

## *What customization is possible?*

Singway provides CDMS customization services – please contact our technical support team for assistance.

# Appendix

## Glossary

| Terminology | Description |
|---|---|
| Audit | A review check before programs delivered to players.<br>An independent assessment of the accuracy of newspaper sales and circulation figures, especially so advertisers can decide where to place their business. |
| Background | An image displayed behind the elements on a digital signage screen. |
| Bandwidth | Quantity of data that can be transferred through a network connection, measured in bits per second. |
| Content | Any supported digital media (images, multimedia files, web-links, tickers, playlists, etc.) that can be included in a program awaiting playback. |
| Digital Sign | A digital media player for displaying digital information, entertainment, advertising or merchandising to targeted audiences. |
| Edge Server | A transmit machine for broadcast files intended to be sent to a digital signage network. |
| Embedded Player | An integrated terminal platform for digital media displays. |
| Layout | The physical format (size, shape and arrangement) in which content is displayed on a screen. For example, a full screen layout displays content across an entire screen; whereas a multi-zone layout displays contents in multiple zones. |
| Library | A place where content or information are stored. |
| Main Server | A computer hardware or software package that allows for specific client software to be run on other computers. This could include an internet server or digital signage server where content is pushed to client media players for deployment. |
| Media | General term used for images and videos which are used to reach the audience. |
| Network | One or more digital signs that are managed by CDMS over internet. |
| Player | An electronic device that uses CDMS to play digital signage shows. |
| Playlist | A defined sequence of content that is included in a program. |
| Program | A defined selection of playlists and layouts that are assembled to play at specific dates and times. |
| Publish | To deliver programs to players over network. |
| Role | A mean of facilitating the granting of multiple privileges to users. |
| Schedule | A specific date and time that the content to be played back. |
| Scrolling Text | A text crawl that is displayed on the player screen to provide a custom message to a targeted audience, also called ticker. |
| Template | A pre-formatted file that defines the layout of display zones on screen and allows for a foundation in creating a new playlist. |
| Transition Effect | A special effect that is used to introduce the next image to replace the current one. |
| URL (Universal Resource Locator) | The unique web address of a file or document on the internet. |

# Port Forwarding

Port forwarding opens certain ports on your home or small business network, usually blocked from access by your router, to the Internet. Opening specific ports can allow games, servers, BitTorrent clients, and other applications to work through the usual security of your router that otherwise does not permit connections to these ports. Follow this guide to forward the ports you need, regardless of your operating system.

1 **Enter your router's IP address into the address bar of a web browser.** This will open your router's configuration page. For most routers, this will be 192.168.0.1, 192.168.1.1, or 192.168.2.1. However, if you want to figure out the IP, here's how to do it:

- For Windows: Open the command prompt and enter **ipconfig /all**. The router's IP address is usually the same as the Default Gateway.
- For Mac: Open the terminal and enter **netstat -nr**.
- For Linux: Open the terminal and enter **route**.

2 **Enter your username and password.** If you've already configured the security settings for your router, enter the username and password you chose then. If not, here are some of the most common default logins:

- On Linksys routers, type "admin" for both the username and the password.
- On Netgear routers, type "admin" for the username and "password" for the password.
- On other routers, try leaving the username empty and entering "admin" for the password.

You can visit sites such as RouterPasswords.com and enter in your router's model to find the default password.

If you've forgotten your login information, you can press the reset button on your router to reset it to factory defaults. You can then look up the factory default settings online.

3 **Find the Port Forwarding section.** Each router will be slightly different. Common labels are Port Forwarding, Applications, Gaming, Virtual Servers. If you don't see one of these or something similar, try Advanced Settings and look for a Port Forwarding subsection.

4 **Find a preconfigured entry.** Many routers will have a dropdown menu with preconfigured options for well-known applications. If you need to open ports for one of these applications, select it from the list.

5 **Create a custom entry.** If the program you want to add is not listed, you will need to create a custom port forwarding entry. Each router will have a slightly different way of doing this, although the required information is the same for any router:

a. Enter a name for the service. Name it something related to the program so that you know what the entry is for.
b. Choose the service type. This can be TCP, UDP, or both. The service type depends on what program you are unblocking. If you are unsure, select the TCP/UPD option.
c. Select the ports you wish to use. If you only want one port open, enter the same number in Start and End. If you wish to open a range of ports (say 5), you might type 3784 in Start and 3788 in

End.

d. Select the internal IP address to assign the port forwarding to. This is the IP address of the computer running the application that you are unblocking. Check out the guides for PC or Mac to find your internal IP.

6 **Save your settings.** You may have an Apply button instead of Save. You might need to restart your router for them to take effect.